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November 25, 2002

Ex Parte

Marlene H. Dortch
Secretary
Federal Communications Commission
455 12th Street, S.W. - Portals
Washington, DC 20554

Re: Bell Atlantic Corp. and GTE Corp., CC Docket No. 98-184

Dear Ms. Dortch:

The enclosed letter was provided to D. Attwood today. If you have any questions, please do not hesitate to call me.

Sincerely,

A handwritten signature in black ink, appearing to read "Ann D. Berkowitz".

cc: Carol Matthey
Mark Stone
Dennis Johnson
William Dever
Daniel Shiman



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November 25, 2002

William Maher
Chief, Wireline Competition Bureau
Federal Communications Commission
455 12th Street, S.W.
Washington, DC 20554

Dear Mr. Maher

Pursuant to Condition V, Attachment A, Paragraph 4 of the order approving the merger between Bell Atlantic and GTE ("Merger Order"), as modified by the Consent Decree (FCC 02-119) released on April 23, 2002, Verizon hereby provides notice that on October 25, 2002 the New York Public Service Commission adopted certain changes to the New York Carrier-to-Carrier Guidelines (the New York "business rules"). Attachment 1 to this letter is a copy of the New York PSC's October 25 Order. Verizon recommends incorporating all substantive changes adopted by the New York PSC that relate to the Federal Carrier-to-Carrier Plan.

Attachment 2 to this letter is a redline of the Guidelines contained in Attachment A, pages A-1a-1 through A-2a-53, of the Merger Conditions to reflect those changes adopted by the New York State Public Service Commission on October 25, 2002 that relate to the Federal Carrier-to-Carrier Plan. The redline also has a suggested change to ensure consistency within the Guidelines and has been updated to properly reflect only those states now included in the Plan.

Attachment 3 is summary of all of the changes reflected in the redline, with those changes related to the New York orders identified separately. Verizon plans to implement all of the recommended changes effective with the December 2002 data month.

If you have any questions, please do not hesitate to call me.

Sincerely,

A handwritten signature in black ink, appearing to read "Ann D. Berkowitz".

cc: Carol Matthey
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ATTACHMENT 1

STATE OF NEW YORK
PUBLIC SERVICE COMMISSION

At a session of the Public Service
Commission held in the City of
Albany on October 23, 2002

COMMISSIONERS PRESENT:

Maureen O. Helmer, Chairman
Thomas J. Dunleavy
James D. Bennett
Leonard A. Weiss
Neal N. Galvin

CASE 97-C-0139 - Proceeding on Motion of the Commission to
Review Service Quality Standards for Telephone
Companies.

ORDER ESTABLISHING ADDITIONAL
INTER-CARRIER SERVICE QUALITY GUIDELINES

(Issued and Effective October 25, 2002)

BY THE COMMISSION:

INTRODUCTION

On April 29, 2002, we issued an Order Modifying Existing and Establishing Additional Inter-Carrier Service Quality Guidelines (Guidelines) for Verizon New York Inc. f/k/a New York Telephone Company (Verizon) and Frontier Telephone of Rochester, Inc. (Frontier). That order followed similar adoptions in this case in March 1998; February, June and November 1999; February and December 2000; and October 2001. Since our April 2002 order was issued, the Carrier Working Group has continued its collaboration as an industry group and has productively reached consensus on many more issues. This order adopts those consensus changes to the Verizon Guidelines and resolves one disputed issue.

Notice of our proposed action adopting additional inter-carrier service quality metrics and standards was published in the State Register on August 7, 2002. The comment

period expired on September 21, 2002. No comments were received.

The Carrier Working Group agreed to certain revisions to the Inter-Carrier Telephone Service Quality Guidelines, and its recommendations are discussed below. Generally, where the affected parties have agreed upon the need for, and implementation of, standards and metrics, we will adopt their recommendations and monitor performance reports to insure competitive development in the local market. We expect the Carrier Working Group to advise us of the need for further modification of these adopted items, and any existing standards and measures. Where the Carrier Working Group members have not agreed, we will discuss our findings below.

Changes to Verizon Guidelines

The Carrier Working Group suggests clarification of language and correction of minor errors, and also indicates changes necessary to conform the guidelines to current operational practices. These are summarized on Attachment 1 - Changes to Verizon Guidelines. The changes are categorized as follows: administrative, those not requiring a process change (Section A), and those requiring a process change (Section B). These are reasonable consensus changes, which will help clarify the guidelines and measure more efficient operational processes, and we adopt them.

Non-consensus Issue: Recalculation of Disputed Metrics

Competitive Local Exchange Carriers (CLECs) may, from time to time, wish to place unique, unexpected or large volume orders. Rather than follow normal business practices, CLECs may request that Verizon handle such orders as projects. While such one-of-a-kind handling may mutually benefit the CLEC, its end user and Verizon, deviation from standard policies may put Verizon at risk of achieving standards for certain metrics.

In order to avoid operational delays in serving customers while parties discuss these metrics performance issues, the Carrier Working Group agreed on a framework to allow

the actual work to proceed. The procedures and potentially excluded metrics are detailed on Attachment 2 - Appendix S, Projects Requiring Special Handling. Under the proposal, the CLEC would define the project by identifying the associated Purchase Order Numbers (PONs), a unique PON identifier, start and stop dates, and requested deviations from standard practices. Verizon would notify the CLEC (and Staff) of metric exclusions.¹ Should the parties disagree on the exclusions they will attempt to resolve the issues through negotiations. If negotiations fail, the CLEC could use our Expedited Dispute Resolution (EDR) Process.

All Carrier Working Group members concur in the language in Attachment 2. Metropolitan Telecommunications (MetTel) alone proposed adding a statement requiring Verizon to recalculate or "restate" the affected metrics should an EDR be resolved in the CLEC's favor.² It is MetTel's position that since Verizon is granted the "right" to initially interpret exclusions in order to expeditiously publish its reports, it has the corresponding obligation to subsequently correct any inaccuracies it created by exercising this discretion. Verizon has indicated that inclusion of a blanket recalculation requirement in Attachment 2 might delay project commencement while metrics discussions proceed. Other parties generally agree that metrics decisions should not delay operational progress.

¹ Attachment 2 details the five metrics that would be excluded from all CLEC-requested projects and identifies the three other metrics subject to exclusion on a case-by-case basis depending on the nature of the project.

² MetTel recommended adding, at the end of page 2 of Attachment 2: "Should the issue be decided contrary to the position assumed for metrics report generation, Verizon will restate the affected metrics." MetTel subsequently indicated a willingness to modify this statement to indicate that restatement would be required only when the change would be significant.

While it is desirable to ensure an accurate historical record of performance, we decline to adopt MetTel's suggestion. The intent of the special handling provision, one with which we concur, is efficient service to customers, both of the CLECs and their end users. MetTel's proposed recalculation requirement could interfere with the smooth processing of projects by removing Verizon's incentive to expeditiously commence operational project work before fully examining metrics impacts. Moreover, in their normal replication efforts, parties may address any alleged discrepancies with the Carrier Working Group, or bring them to our attention.

The consensus recommendation is adopted without the MetTel proposed recalculation requirement.

CONCLUSION

The consensus recommendations of the Carrier Working Group, as discussed in and appended to this order, are adopted. The modified metrics and standards we adopt here, with the existing guidelines, promote a competitive local exchange market. These modifications shall become effective immediately. Reporting shall begin in January 2003 (December 2002 data), unless otherwise specified in this order. As directed, the Carrier Working Group and its subgroups shall continue to address issues and report findings and recommendations to us as required. Verizon shall file compliance documents with the Commission within fifteen (15) days of the issuance of this order.³ These and future inter-carrier service quality guidelines do not supercede commitments in existing interconnection agreements unless the contract terms so specify or the contracting parties have otherwise agreed to be bound by the guidelines.

³ Due to Verizon's internal Change control review requirements, the company may delay filing of Appendix N - Table of Measures, Sub-Metrics and Product Disaggregation, until 45 days after the issuance of this order.

The Commission orders:

1. The revised metrics and standards set forth in, and appended to, this order are adopted.
2. Within 15 days of the date this Order is issued, Verizon New York Inc. shall file with the Secretary (20 copies) and serve upon each party the ordered corrections, changes and additions to the Guidelines Document, with the exception of Appendix N.
3. Within 45 days of the date this Order is issued, Verizon New York Inc. shall file with the Secretary (20 copies) and serve upon each party the ordered corrections, changes and additions to Appendix N of the Guidelines Document.
4. Verizon New York Inc. shall include with its initial compliance filing a report on the status of metric reporting, specifying dates for the reporting of all metrics.
5. This proceeding is continued.

By the Commission,

(SIGNED)

JANET HAND DEIXLER
Secretary

Section A: Administrative Changes Not Requiring Process Changes

Section A: Administrative Changes to the Guidelines Not Requiring Process Changes

Miscellaneous	Sub-metrics table
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Change Proposed:

Change the number of PR-3 sub-metrics from seven to six.

Rationale:

PR-3-11 has been deleted.

Miscellaneous	Appendix table
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Change Proposed:

Add a line for Appendix S.

Rationale:

Appendix S "Projects Requiring Special Handling" has been added to the Guidelines.

Miscellaneous	Retail Analog Compare Table
----------------------	------------------------------------

Change Proposed:

Add the following products to the Provisioning section of the table:

Resale and UNE Specials Other, both with analog = Retail Special Other

Resale and UNE POTS/Complex = Retail POTS - Total (All)

UNE POTS Total = Retail POTS Total

UNE POTS Loop – Total = Retail POTS Total.

Rationale:

Products appear in the guidelines but were not in the table.

Change Proposed:

Change the UNE Loop and UNE Platform products in the Provisioning metrics section of the table to read UNE POTS Loop and UNE POTS Platform.

Rationale:

Language clarification.

Miscellaneous	Global change to 2W reference and DSL
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Change Proposed:

Change any appearance of "2W" to "2-Wire". Change any appearance of "DSL" to "xDSL".

Rationale:

Consistency of language.

PO-2	OSS Interface Availability	Products: Maintenance Web GUI (RETAS/ Pre-ordering/Ordering WebGUI EDI CORBA, Maintenance – Electronic Bonding
-------------	-----------------------------------	---

Change Proposed:

Change the Definition section, last paragraph to read (added text in **bold**):

Separate measurements are performed for each of the following: Pre-Ordering/Ordering EDI, Pre-Ordering/Ordering/Maintenance Web GUI, CORBA, and Maintenance Electronic Bonding (EB). Each availability interface is measured separately **with each interface having its own set of processing complexes. A processing complex consists of a set of servers that serve as primary and backup. The number of processing complexes associated with each interface (EDI, CORBA or WEB GUI) varies as needed, however, the metric calculations performed for each interface includes the number of processing complexes associated with the individual interface. For example, when determining the number of Prime-Time minutes scheduled for the month, for the EDI interface, the number of processing complexes associated with EDI is factored in to the calculation.** The EnView process will be expanded/updated to monitor and report on future OSS processes.

Rationale:

Defines a processing complex and describes how the number of complexes is factored into the metric calculation.

Change Proposed:

Update the Formula section by adding the following example of the calculation at the end:

For example (assuming all processing complexes are scheduled to be operational for the entire month):

Step One: Determine prime-time scheduled minutes in a month. This is accomplished by [(number of days (Monday through Saturday) in the report month) x (scheduled prime-time hours per day) x (sixty (60) minutes)] x the number of processing complexes.

Step Two: Determine number of outage minutes in a month.

Step Three: [(prime-time scheduled minutes in a month minus outage minutes in a month) / (prime-time scheduled minutes in a month)] x 100 = Prime-Time Availability %

Rationale:

Clarifies the methodology.

Section A: Administrative Changes Not Requiring Process Changes

Change Proposed:

Change the PO-2-02 and PO-2-03 numerator and denominators to read:

PO-2-02 Numerator: Total number of scheduled prime-time hours in the month for all available processing complexes minus the total number of unscheduled outage hours during prime-time in the month for all available processing complexes.

PO-2-02 Denominator: Total number of scheduled prime-time hours in the month for all available processing complexes.

PO-2-03 Numerator: Total number of scheduled non-prime-time hours in the month for all available processing complexes minus the total number of unscheduled outage hours during non-prime-time in the month for all available processing complexes.

PO-2-03 Denominator: Total number of scheduled non-prime-time hours in the month for all available processing complexes.

Rationale:

Consensus language more accurately describes the existing process.

PO-3	Contact Center Availability
-------------	------------------------------------

Change Proposed:

Change the Geography for PO-3-02 to "Verizon North UNE & Resale combined".

Rationale:

Consistent with Verizon Contact Center reorganization.

OR-1	Order Confirmation Timeliness
-------------	--------------------------------------

Change Proposed:

Add the following to the Notes at the end of the Definition section:

- (6) ASR requests that have the RTR field populated with a code that indicates the CLEC requested that no confirmation / response be sent are not counted in the OR-1 confirmation timeliness metrics.

Rationale:

Ensures that Verizon is not penalized for following CLEC instructions that no confirmation or response be sent.

Change Proposed:

Remove the reference to sub-metric OR-1-01 from the Exclusions section.

Rationale:

Sub-metric OR-1-01 was removed from the guidelines per the 10/29/01 Commission Order.

Change Proposed:

Remove the dash that appears before "Verizon SOP..." in the Exclusions section.

Rationale:

Corrects typographical error.

Section A: Administrative Changes Not Requiring Process Changes

OR-2	Reject Timeliness
-------------	--------------------------

Change Proposed:

In the Performance Standard section, UNE column, modify the second sentence to read (additions in **bold**):

Fax/Mail is not available for LSRs:

Rationale:

Clarification. Language is consistent with that for OR-1.

OR-3	Percent Rejects
-------------	------------------------

Change Proposed:

Add a "Products" box before sub-metric OR-3-02 and list "EDI" as the product.

Rationale:

To specify that OR-3-02 applies only to LSR PONs resubmitted via EDI.

OR-4	Timeliness of Completion Notification
-------------	--

Change Proposed:

Update the Exclusions section to remove the word "For" from the beginning of the sentence in the last bullet. Italicize the word only to visually emphasize that the exclusion applies *only* to OR-4-11.

Rationale:

Corrects grammar.

Change Proposed:

Remove the "Note" from the Geography section that indicates the geography is state specific.

Rationale:

The language is redundant.

Change Proposed:

Remove the extra period at the end of OR-4-17 numerator description.

Rationale:

Corrects typographical error.

Section A: Administrative Changes Not Requiring Process Changes

OR-6	Order Accuracy
-------------	-----------------------

Change Proposed:

Update the Performance Standard section to state that the OR-6-01 standard is 95% orders without **Verizon** errors.

Rationale:

Specifies that Verizon errors are measured.

Change Proposed:

Remove the reference to the OR-6-03 (interim measure) from Performance Standard section.

Rationale:

The OR-6-03 interim measure was removed from the guidelines per the 4/29/02 Commission Order.

Change Proposed:

Update the geography section to remove the OR-6-02 reference listed under Resale and UNE.

Rationale:

OR-6-02 was removed from the guidelines per the 10/29/01 Commission Order.

PR-1	Average Interval Offered
-------------	---------------------------------

Change Proposed:

Update the Definition section to make the Special definition consistent with those in the Glossary and "Product identification descriptions" sections.

Rationale:

The definitions should be consistent.

Change Proposed:

Update the Exclusions section to add 2-Wire Digital to the exclusion for orders that require manual loop qualification.

Rationale:

The exclusion also applies to 2-Wire Digital products.

Change Proposed:

Update the sub-metrics titles and products below (additions in **bold**):

PR-1-06 title: Average Interval Offered – **Specials** DS0.

PR-1-06 Resale and UNE Products: change Specials to **DS0**.

PR-1-07 title: Average Interval Offered – **Specials** DS1.

PR-1-07: Resale and UNE Products: change Specials to **DS1**.

PR-1-08 title: Average Interval Offered – **Specials** DS3.

PR-1-08: Resale and UNE Products: change Specials to **DS3**.

Rationale:

The sub-metric titles referred only to the DS level, but the product was listed as Specials.

Section A: Administrative Changes Not Requiring Process Changes

Change Proposed:

Update the PR-1-12 numerator to remove “(D&F)”.

Rationale:

Disconnects can be more than D (a total disconnect of service) and F (move of the entire service from one place to another); they can also be C (removal of a product or service from an account).

PR-3	Completed within Specified Number of Days (1-5 Lines)
-------------	--

Change Proposed:

In the table at the beginning of the PR section change the number of PR-3 sub-metrics to six.

Rationale:

PR-3-11 has been deleted.

Change Proposed:

In the Exclusions section, for PR-3-10, add 2-Wire Digital to the products excluded when orders require a manual loop qualification.

Rationale:

2-Wire Digital orders that require a manual loop qualification are also excluded from the 6-day standard.

Change Proposed:

In the Performance Standard section, for PR-3-10 2-Wire Digital Loops indicate that the standard is parity with Retail (not VADI).

Rationale:

The standard listed for 2Wire [sic] Digital Loops is incorrect because VADI does not offer a comparable product.

Change Proposed:

Remove PR-3-11 from the guidelines, including references in Performance Standards section.

Rationale:

Sub-metric PR-3-11 % Completed in 9 Days 1-5 Lines – Total for 2-Wire xDSL Loops was an interim measure until PO-8-01 % On Time -- Manual Loop Qualification was implemented. PO-8-01 has been reported since the January 2002 report month.

PR-4	Missed Appointments
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Change Proposed:

In the Definition section, establish a new paragraph beginning at “DSL Loops are...”.

Rationale:

Aesthetic change to put a different product in a new paragraph.

Section A: Administrative Changes Not Requiring Process Changes

Change Proposed:

Remove the reference to PR-4-14 from the first line of the Performance Standard section.

Rationale:

The PR-4-14 reference is not necessary in the first sentence because the first sentence is applicable only to 4-01, 4-02, 4-04 and 4-05; PR-4-14 is already separately listed below.

Change Proposed:

In the PR-4-02 and PR-4-03 products lists for Resale and UNE, change POTS to POTS – Total.

Rationale:

Correctly describes what is reported for the sub-metrics.

Change Proposed:

In the PR-4-04 and PR-4-05 Products lists: for Resale, change POTS to POTS – Total; for UNE change Platform to POTS Platform.

Rationale:

Correctly describes what is reported for the sub-metrics.

Change Proposed:

In the PR-4-07 Description, modify the last sentence and add a new sentence to read (new language in **bold**):

Telephone Numbers disconnected early **at the customer's request** are considered **not met**.
Orders where the trigger is in place less than one business day prior to the disconnect due date but before the number is ported by the CLEC are not scored as missed triggers.

Rationale:

Correctly describes existing process wherein orders disconnected prior to 11:59 PM at the CLEC's request are counted as met.

Change Proposed:

In the PR-4-08 Products lists for Resale and UNE, delete the extraneous bullets.

Rationale:

Aesthetic change.

PR-5	Facility Missed Orders
-------------	-------------------------------

Change Proposed:

In the PR-5-01 and PR-5-02 Products lists: for Resale, change POTS to POTS – Total; for UNE change Loop to POTS Loop – Total and Platform to POTS Platform.

Rationale:

Correctly describes what is reported for the sub-metrics.

Change Proposed:

In the PR-5-04 UNE products list, change the Loop to POTS Loop – Total.

Rationale:

Correctly describes what is reported for the sub-metrics.

Section A: Administrative Changes Not Requiring Process Changes

PR-6	Installation Quality
-------------	-----------------------------

Change Proposed:

In the PR-6-01 and PR-6-03 products list for Resale, change POTS to POTS – Total. In PR-6-01 for UNE, change POTS Loop to POTS Loop - Total and Platform to POTS Platform. In PR-6-03 for UNE, change POTS Loop to POTS Loop – Total.

Rationale:

Correctly describes what is reported for the sub-metrics.

Change Proposed:

In the PR-6-01 Products list for Resale, insert a bullet in front of 2 Wire Digital Services (ISDN).

Rationale:

Aesthetic change.

PR-8	Open Orders in a Hold Status
-------------	-------------------------------------

Change Proposed:

Change the name of the metric to **Percent** Open Orders in a Hold Status. Note: this also requires changes to the Table of Metrics, the Section 3 Provisioning Performance Table of Metrics and the PR-8-01 and PR-8-02 Sub-Metric Titles.

Rationale:

More completely describes the measure.

Change Proposed:

In the PR-8-01 and PR-8-02 products lists for Resale and UNE, change POTS to POTS – Total.

Rationale:

Correctly describes what is reported for the sub-metrics.

PR-9	Hot Cut Loops
-------------	----------------------

Change Proposed:

Remove the reference to PR-9-09 from the Exclusions section.

Rationale:

Sub-metric PR-9-09 was removed from the guidelines per the 10/29/01 Commission Order.

MR-2	Network Trouble Report Rate
-------------	------------------------------------

Change Proposed:

In the MR-2-04 description, delete the apostrophe from “customers”.

Rationale:

Corrects grammar

MR-3	Missed Repair Appointments
-------------	-----------------------------------

Change Proposed:

In the Definition section, change the Disposition Codes 03 plus 04 to read as follows (addition in **bold**):

Loop is defined as Disposition Codes 03 plus 04. These troubles are always dispatched **out**.

Rationale:

Clarifies that certain troubles that do not get flagged as dispatched, e.g. those stapled to a cable failure, are indeed dispatched out.

Change Proposed:

Add an exclusion for VZ official (administrative) lines to the Exclusions section (consistent with the MR-2 exclusion).

Rationale:

Official lines are excluded.

Change Proposed:

In the Exclusion section, change the MR-3-02 redirect exclusion to read as follows (changes in **bold**):

- Sub-metric MR-3-02 POTS Loop Only: exclude *redirected* troubles. A trouble ticket is considered a *redirect* if it was dispatched **IN once** and **OUT once**, and the trouble was found on the second dispatch (due to a CLEC error in the initial dispatch direction).

Reports with multiple dispatches in the same direction are not excluded.

Rationale:

Language clarifies the existing process in that it accounts for those instances where the Field Technician works with the Central Office Technician to resolve a CO problem without formally re-statusing the ticket.

MR-4	Trouble Duration Intervals
-------------	-----------------------------------

Change Proposed:

Update the Definition section to read as follows (changes in **bold**):

- For POTS, Resale and UNE Platform, ~~type services~~ trouble duration intervals are measured on a running clock basis. Run clock...
- For UNE Loop, UNE 2-Wire Digital Loop, and UNE 2-Wire xDSL **Loop** products,...
- For Special Services ~~type services~~ and Interconnections trunks,...

Rationale:

Remove possible ambiguities; consistency of language.

Change Proposed:

Add an exclusion for VZ official (administrative) lines to the Exclusions section (consistent with the MR-2 exclusion).

Rationale:

Official lines are excluded.

Section A: Administrative Changes Not Requiring Process Changes

Change Proposed:

In the Exclusion section, change the MR-4-03 redirect exclusion to read as follows (changes in **bold**):

- Sub-metric MR-4-03 POTS Loop Only: exclude *redirected* troubles. A trouble ticket is considered a *redirect* if it was dispatched **IN ~~once~~** and **OUT ~~once~~**, and the trouble was found on the second dispatch (due to a CLEC error in the initial dispatch direction).

Reports with multiple dispatches in the same direction are not excluded.

Rationale:

Language clarifies the existing process in that it accounts for those instances where the Field Technician works with the Central Office Technician to resolve a CO problem without formally re-statusing the ticket.

Change Proposed:

Remove reference to UNE Loop comparison from the Performance Standard section.

Rationale:

Language is redundant because comparison is listed in the Retail Analog Compare Table.

Change Proposed:

Change the MR-4-01 Numerator to read as follows (changes in **bold**):

Sum of trouble clear date and time minus trouble receipt date and time for Central Office and Loop troubles (Disposition Codes 03, 04, and 05 (~~Specials — excludes stop time~~)).

Rationale:

Language is redundant because the stop clock exclusion is already noted in the Exclusions section and the fact that Specials use the stop clock is noted in the Definition section.

Change Proposed:

In the MR-4-02 Resale Products list, add a bullet in front of 2-Wire Digital Services (ISDN).

In the MR-4-04 Resale Products list, insert a return and bullet in front of Specials non-DS0 and DS0.

Rationale:

Aesthetic changes.

MR-5**Repeat Trouble Reports***Change Proposed:*

In the Definition section, change the third sentence to read (addition in **bold**):

Any trouble, regardless of the original Disposition code that repeats as a...

Rationale:

Corrects grammar.

Change Proposed:

Add an exclusion for VZ official (administrative) lines to the Exclusions section (consistent with the MR-2 exclusion).

Rationale:

Official lines are excluded.

Section A: Administrative Changes Not Requiring Process Changes

NP-2	Collocation Performance
-------------	--------------------------------

Change Proposed:

In the Performance Standard section, for the line beginning with NP-2-01, capitalize "Virtual".
For the line that begins with NP-2-03, insert a comma between "NP-2-03" and "2-04".

Rationale:

Correct typographical errors.

Change Proposed:

In the Performance Standard section, remove the Note for the NP-2-05 standard ramp-up.

Rationale:

The standard for NP-2-05 is now 95% so the Note is no longer necessary.

Glossary	BFR
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Change Proposed:

Remove the BFR (Bona Fide Request) definition.

Rationale:

Appendix D Bona Fide Request Process was removed from the Guidelines with the 10/29/01 Commission Order (it is now contained in individual state tariffs).

Glossary	VZ Administrative orders
-----------------	---------------------------------

Change Proposed:

Remove the programming code.

Rationale:

The code is not required for the definition.

Glossary	Loop Qualification
-----------------	---------------------------

Change Proposed:

Update the definition to read as follows (changes in **bold**):

Loop Qualification is the manual step whereby it is determined if the loop facility meets or can be made to meet specifications necessary for **2-Wire Digital ISDN** or xDSL services.

Rationale:

2-Wire Digital is the wholesale service offered.

Glossary	Missed Appointment Codes
-----------------	---------------------------------

Change Proposed:

Remove the item and list of codes.

Rationale:

Unnecessary because the list of Missed Appointment Codes is contained in Appendix B.

Section A: Administrative Changes Not Requiring Process Changes

Glossary	Special Services
-----------------	-------------------------

Change Proposed:

Update the definition to read as follows (changes in **bold**):

~~Any service or element involving circuit design. Any service or element with four wires.~~
Special Services are services that require engineering design intervention. These include such services as: high capacity services (DS1 or DS3), Primary rate ISDN, 4-Wire xDSL services, digital services, and private lines or foreign served services (a line physically in one exchange, served by another through a circuit). Excludes Any DS0, DS1 and DS3, non-access service (access services are defined as those purchased under the state or federal access tariff by a wholesale/carrier customer). For Retail, any service or element involving circuit design purchased by a Verizon retail customer, regardless of state or federal access tariff. Excludes trunks. IOF and EEL are separately reported for provisioning.

Rationale:

Makes definition consistent with that in the Product Identification Definition section.

Product Identification Descriptions	Special Services
--	-------------------------

Change Proposed:

Update the Provisioning and Maintenance bullets to read as follows (changes in **bold**):

Provisioning:

- ~~CL_FID is not null~~ **RID_ACT_INTVL>0**

Maintenance:

- Criteria for inclusion (**for line count and trouble tickets**) is ~~Circuit format (cfmt) is 's','t','2','3' as defined by Bellcore standard,~~ report category (rpt_cat) is "CR" indicating a Customer Reported trouble, circuit **ID format** does not indicate (fourth character of circuit id for a length of 2) "TK", "IB", "DI", "DO" because these are considered POTS, 7th character of circuit id does not indicate official Verizon line as defined by Bellcore standard practice, trouble code (trbl_cd) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customers location), or in the Central Office (the trouble was found within the Verizon Central Office), Maintenance center (MCTR) is not training or blank which excludes troubles entered for employee training purposes, Subsequent calls on the same trouble are not included in these metrics, Troubles/**lines** are excluded where circuit id (cktid character 4 for a length of 2) indicates non-UNE access **circuit, as defined in Glossary above. tariff filing.**

Rationale:

Special Services orders are identified by the presence of a Record Inventory Design (RID) interval. Correctly describes maintenance criteria.

Section A: Administrative Changes Not Requiring Process Changes

Product Identification Descriptions	POTS – Total
--	---------------------

Change Proposed:

Remove the programming code.

Rationale:

The code is not required in the definition.

Product Identification Descriptions	Complex Services
--	-------------------------

Change Proposed:

Remove the ISDN Primary bullet.

Rationale:

ISDN Primary is not a complex service (it is either 2-Wire Digital or Special).

Appendix A	Special Services
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Change Proposed:

Update the definition under Special Services Maintenance to be consistent with that in the Product Identification Descriptions section.

Rationale:

The two definitions should be consistent.

Appendix B	Provisioning Codes
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Change Proposed:

Add “SC” with the definition “Subscriber CLEC” to the Missed Appointment Code (MAC), Customer Missed Appointment list.

Rationale:

This valid MAC was previously not included.

Change Proposed:

Update to add codes under Order Type, Appointment Type, Seller Type and SCM table to include the most recent list of codes.

Rationale:

Additions will show all appropriate codes included in the Service Order Database (SORD).

Appendix M	Order Accuracy Details
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Change Proposed:

Change title to “Order Accuracy Details”. Remove “Remarks (if applicable)” from the list of specific fields reviewed.

Rationale:

Removal enables Verizon to proceed with the OR-6 mechanization process and was reflected in the Memorandum of Understanding executed in the June 2002 timeframe.

Section B: Consensus Changes to the Guidelines That Require a Process Change

Miscellaneous	Retail Analog Compare Table
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Change Proposed:

Add the following to the “**Exceptions** for provisioning:” section of the table:

PR-6-01 UNE POTS Loop Total with retail analog of “Retail POTS Dispatched”.

Rationale:

Provides for a better retail comparison (similar to the case of xDSL Loops).

Change Proposed:

Create an “**Exceptions** for maintenance:” section and add the following:

MR-4-07 and MR-4-08 UNE POTS Loop with retail analog of “Retail POTS (total loop and CO frame/wiring troubles). Note: excludes translation and switch troubles”.

Rationale:

A CLEC’s UNE Loop would not have any switching provided by Verizon and therefore would never have a Verizon-caused translation or switch trouble. However, CO wiring troubles are included.

OR-2	Reject Timeliness
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Change Proposed:

Update the Exclusions section to add (after Duplicate Rejects):

- Any reject/query that occurs on an ASR that has the RTR field populated with a code that indicates the CLEC did not require a response (and the first notification for the ASR would have been a confirmation).

Rationale:

ASRs that were not initially confirmed (due to CLEC request) should not be counted as a “miss” when Verizon has subsequent queries on the order.

MR-1	Response Time OSS Maintenance Interface
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Change Proposed:

Update the Exclusions section to add:

- For MR-1-06: transactions that are incomplete due to Line In Use (LIU).

Rationale:

Data indicate that percentages of LIU experienced in wholesale and retail are markedly different and can skew results.

MR-4	Trouble Duration Intervals
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Change Proposed:

Disaggregate the products under MR-4-06 % Out of Service > 4 Hours and MR-4-07 % Out of Service > 12 Hours as follows:

MR-4-06 "Resale POTS" into Resale POTS – Business and Resale POTS – Residence

MR-4-06 "UNE Platform" into UNE Platform – Business and UNE Platform – Residence

MR-4-07 "Resale POTS" into Resale POTS – Business and Resale POTS – Residence

MR-4-07 "UNE Platform" into UNE Platform – Business and UNE Platform – Residence

Rationale:

Provides for more accurate retail comparisons because business and residence customers exhibit different trouble reporting behaviors. This is consistent with the previous disaggregation of MR-4-08 % Out of Service > 24 Hours.

NP-2	Collocation Performance
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Change Proposed:

Remove from NP-2-05 Products "Note: Augment Applications subject to the 45-business day interval are reported separately from December 2001."

Rationale:

Not required with agreement to aggregate on-time reporting of new and augment applications.

Appendix S	Projects Requiring Special Handling
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Change Proposed:

Add the new Appendix S (consistent with this order).

Rationale:

Details procedures for projects that require special handling and provides a list of metrics that are or may be impacted.

Projects Requiring Special Handling

Verizon customers have the opportunity to request special handling for unique or large-volume order activity that requires a particular type of coordination which results in defined deviation from normal business practices and system edits on the part of both the customer and Verizon. This special handling is called a “project”¹ and exists both on the Retail and Wholesale sides of the business. In Retail, a project could be a large POTS to Centrex or PBX conversion that would require coordination between the customer, the Verizon business office, the Verizon downstream provisioning forces (central office and field) and Verizon site support. Negotiated critical dates, times, and customized provisioning and feature packages are part of the effort. In addition to this scenario, examples of Projects requiring special handling for CLECs also include: migrations of many end users to the CLEC’s platform acquired simultaneously from either Verizon or another CLEC in a business acquisition such as a bankruptcy (however this process is described in detail in the NY PSC Case 00-C-0188 Order dated December 4, 2001 (<http://www.dps.state.ny.us/fileroom/doc10880.pdf>) and is not part of this appendix); line or feature changes to an entire CLEC customer base (for example, hundreds of thousands of changes to the PIC or LPIC or blocking of certain types of services); high volumes of hot-cuts in the same central office where special handling and communication between the CLEC and Verizon is critical; and large jobs involving a large, sensitive customer such as a hospital or government agency. This special handling/coordination is of great benefit to the customer and ensures timely installation on the negotiated due dates and accurate provisioning of requested services associated with a large request or unusual circumstances. This special handling is also of benefit to Verizon in controlling and managing potentially disrupting workflow.

To serve the CLECs in this area, each Verizon Wholesale National Market Center (NMC) has established a “project group” staffed by representatives and managers. These groups are expert in provisioning these large, complex and sensitive requests. They act as the Single Point of Contact to the CLEC and provide the CLEC a conduit for communications throughout the entire project. The project team works the project LSRs in aggregate, as opposed to random distribution throughout the general NMC representative population. This level of service can provide the CLEC specialized instruction, directions for completing LSRs, up-to-the-minute status, and can eliminate delay and re-work that might normally arise out of a query on an incorrectly filled out LSR. To that end, order information is typically organized and scrubbed to ensure accuracy. This specialized support also facilitates real time correction of facilities issues such as “working pairs” and “no dial tone” situations on a hot-cut.

To the extent that this specialized project support causes Verizon to miss certain metrics, Verizon will exclude the PONS associated with the project from specific ordering and provisioning metrics. For example, a CLEC might elect to transmit all orders for the entire project at once yet, schedule the implementation and resulting due dates at varying later times.

¹ This project description does not apply to those orders that Verizon unilaterally requires a project be established (e.g. routine CLEC to CLEC migrations).

Upon agreement from both Verizon and the CLEC that the work will be handled as a project the CLEC will transmit either electronically or in writing the following information:

1. A list of PONs to be associated with the project.
2. A unique PON identifier.
3. Start date
4. Approximate completion date
5. A definition of the special handling to be required by the project and the requested deviations from standard business practices due to the project.

Verizon will exclude such PONs from specific metrics as shown in Table A. Table B lists measurements that would only be excluded if circumstances warrant. The metrics and the circumstances for exclusion are identified below.

Based on the project specifications, including completion criteria, that Verizon personnel receive (or based on a copy of the CLEC project specifications forwarded by CLEC metrics personnel), Verizon will at the CLECs request alert the CLEC of potential Table B metric issues as early in the project planning as possible.

Verizon will provide the affected CLEC and the Commission staff notification of the exclusions via the metrics change control notification process. The change control notification identifies:

1. A list of the specific project PONs to be excluded from the Table B metrics (on a metric by metric basis) associated with the project along with sufficient data to justify the exclusion
2. The data months for which the exclusions will apply.

Should Verizon and the project requesting CLEC not agree on metrics to be excluded, they will attempt to resolve the issue on a business to business basis. Absent agreement, the parties will use the EDR process to resolve the issue.

Projects requiring special handling will be excluded from the following metrics as appropriate:

TABLE A

<i>Metric #</i>	<i>Metric Name</i>	<i>Circumstances for exclusion</i>
OR-1	Order Confirmation Timeliness	For manually handled orders. Any special handling will require special resources and handling within Verizon's NMC. Orders that flow through will not be excluded from OR-1.
OR-2	Reject Timeliness	For manually handled orders. Any special handling will require special resources and handling within Verizon's NMC. Orders that automatically reject (flow through) will not be excluded from OR-2.
OR-7	Order Confirmation/Rejects	For manually handled orders. Any special handling will require special resources and handling within Verizon's NMC. Orders that flow through will not be excluded from OR-7.
PR-1 (PR-2 where it still exists)	Average Interval Offered	Special handling frequently results in longer than standard intervals. Verizon may not be able to exclude these via "X" coding per normal process. A PON specific exclusion may be redundant, but will ensure that the longer interval is excluded.
PR-3	Completed within Specified number of Days	Special handling frequently results in longer than standard intervals

Projects requiring special handling will be excluded from the following metrics if circumstances warrant. This will be determined on a case by case basis, and Verizon will notify the CLEC through the Metrics Change Control process and at the CLECs request when the project is being negotiated:

TABLE B

<i>Metric #</i>	<i>Metric Name</i>	<i>Circumstances for exclusion</i>
OR-4	Timeliness of Completion Notification	If the nature of the project or unique circumstances of the account will cause fall out for Post Completion Discrepancy (PCD), orders will be excluded from relevant metrics. For example, if a CLEC knows that it is providing incorrect address information, and requests that the LSRs not be rejected, the order will fall out for correction as a PCD.
OR-5	Percent Flow Through	An order that would in normal circumstances flow through, but does not because manual handling is required for the special project would be excluded
PR-6	Installation Quality	In situations where testing or cooperative testing can not occur through the normal process

ATTACHMENT 2

Attachment A-1a

**VERIZON PERFORMANCE MEASUREMENTS
BELL ATLANTIC STATES**

Connecticut*, Delaware*, District of Columbia, Maine*, Maryland, Massachusetts*, New Hampshire*, New Jersey*, New York*, Pennsylvania*, Rhode Island*, Virginia*, Vermont*, and West Virginia

Schedule A1a – Performance Measurement Categories Subject to Voluntary Payments:

#	Description	# of Sub-Metrics
PO-1	OSS Response Time	18
PO-2	OSS Availability	3
OR-1	Order Confirmation Timeliness	Resale: 7 UNE: 10 Trunks: 1
OR-2	Reject Timeliness	Resale: 7 UNE: 10 Trunks: 1
OR-5	% Flow Through/Achieved Flow Through	Resale: 2 UNE: 2
PR-3	Completed within Specified Number of Days (1-5 Lines)	Resale: 2 UNE: 2
PR-4	Missed Appointments	Resale: 14 UNE: 21 Trunks: 2
PR-6	Installation Quality	Resale: 3 UNE: 4 Trunks: 1
PR-9	Hot Cut Loops	UNE: 1
MR-2	Trouble Report Rate	Resale: 7 UNE: 9 Trunks: 1
MR-3	Missed Repair Appointments	Resale: 8 UNE: 10
MR-4	Trouble Duration Intervals	Resale: 10 UNE: 6 Trunks: 1
MR-5	Repeat Trouble Reports	Resale: 4 UNE: 5 Trunks: 1
NP-1	Percent Final Trunk Group Blockage	1
NP-2	Collocation Performance	4
BI-2	Timeliness of Carrier Bill	1
TOTAL SUB-METRICS		179

* Reporting requirements terminated pursuant to 17 (ii) of the merger conditions following 271 approval in these states.

Attachment A-1b

**VERIZON PERFORMANCE MEASUREMENTS
GTE STATES**

Alabama, Arizona, California, Florida, Hawaii, Idaho, Illinois**, Indiana, Kentucky,
Michigan, Missouri, Nevada, North Carolina, Ohio**, Oregon, Pennsylvania,* South Carolina,
Texas, Virginia,* Washington, Wisconsin

Schedule A1b – Performance Measurement Categories Subject to Voluntary Payments:

#	Description	# of Sub-Metrics
PO-1	OSS Response Time	8
PO-2	OSS Availability	4
OR-1	Order Confirmation Timeliness	Resale: 6 UNE: 16 Trunks: 1
OR-2	Reject Timeliness	Resale: 6 UNE: 15
OR-5	Percent Flow-Through	Resale: 2 UNE: 2
PR-3	Completed within Specified Number of Days	Resale: 2 UNE: 2
PR-4	Missed Due Dates	Resale: 5 UNE: 18 Trunks: 2
PR-5	Facility Missed Orders	Resale: 2 UNE: 6 Trunks: 1
PR-6	Installation Quality	Resale: 2 UNE: 7 Trunks: 1
PR-9	Coordinated Conversions	UNE: 2
MR-2	Trouble Report Rate	Resale: 2 UNE: 7 Trunks: 1
MR-3	Missed Repair Commitments	Resale: 2 UNE: 7 Trunks: 1
MR-4	Trouble Duration Intervals	Resale: 3 UNE: 10 Trunks: 1
MR-5	Repeat Trouble Reports	Resale: 2 UNE: 6 Trunks: 1
NP-1	Percent Final Trunk Group Blockage	1
NP-2	Collocation Performance	2
BI-2	Timeliness of Carrier Bill	1
TOTAL SUB-METRICS		157

* As lines in GTE Service Areas in Pennsylvania and Virginia are converted pursuant to Paragraph 19f of the Conditions, performance for those lines will be measured using the Performance Measurement Categories and Business Rules that apply to Bell Atlantic Service Areas as specified in Attachments A-1a and A-2a. ** Reporting requirements terminated pursuant to 17 (iii) of the merger conditions because these states have adopted a comprehensive performance plan.

Retail Analog Compare Table

The table below illustrates the retail compare group for the Provisioning and Maintenance metrics:

	Wholesale Service	Retail Analog
Provisioning metrics- All where parity is standard. Exceptions Noted below:	Resale POTS – Total Resale 2 Wire Digital Resale 2 Wire xDSL UNE POTS Platform UNE POTS Loop UNE POTS- Platform & Other (UNE Switch & INP) UNE Loop –New UNE 2 Wire Digital UNE 2 Wire xDSL Line Sharing UNE 2 Wire xDSL Line Splitting UNE EEL UNE IOF UNE Specials Resale DS0 Resale DS1 Resale DS3 Resale Specials Resale Specials – Other Interconnection Trunks	Retail POTS - Total Retail ISDN (2 Wire Digital) Retail 2 Wire xDSL Retail POTS - Total Retail POTS - Total Retail POTS - Total Retail POTS- Total Retail 2 Wire Digital Retail Line Sharing Retail Line Sharing Retail DS1 ¹ Retail DS3 Retail Specials Retail DS0 Retail DS1 Retail DS3 Retail Specials Retail Specials - Other IXC FGD Trunks
Exceptions for provisioning: PR-4-02 PR-4-05 (NJ) PR-6-01	UNE 2 Wire xDSL UNE IOF UNE EEL 2 Wire xDSL Line Sharing 2 Wire xDSL Line Splitting UNE 2 Wire Digital UNE 2 Wire xDSL	Retail Specials DS0 Retail Specials Total Retail Specials Total Infospeed Infospeed Retail POTS Dispatched Retail POTS Dispatched
Maintenance Measures: ALL where parity is standard. <u>Exceptions</u> <u>Noted below:</u>	Resale - 2 Wire Digital Resale - 2 Wire xDSL Resale POTS Resale POTS - Residence Resale POTS - Business Resale POTS - Total UNE Platform UNE Platform - Residence UNE Platform - Business UNE Loop UNE 2 Wire Digital Services UNE 2 Wire xDSL UNE Specials Resale Specials Interconnection Trunks	Retail ISDN – (2Wire Digital) Retail POTS - Total (All) ² Retail POTS Retail POTS - Residence Retail POTS - Business Retail POTS - Total (Bus and Res) Retail POTS - Total (Bus and Res) Retail POTS - Residence Retail POTS - Business Retail POTS - Total (Bus and Res) Retail POTS - Total (All) ² Retail POTS - Total (All) ² Retail Specials Retail Specials IXC FGD Trunks
<u>Exceptions for</u>		

¹ Retail DS1 should exclude feature changes on PRI ISDN (No dispatch)

<u>Maintenance</u> <u>MR-4-08</u>	<u>UNE POTS Loop</u>	<u>Retail POTS (Total Loop and CO</u> <u>Frame/Wiring troubles). Note:</u> <u>excludes translation and switch</u> <u>troubles.</u>	
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Pre-Ordering (PO)

Function:
PO-1 Response Time OSS Pre-Ordering Interface
Definition:
<ul style="list-style-type: none"> • Response Time – For PO-1-01 through –06, response time is the number of seconds between the issuance of a pre-ordering query and the successful receipt of the requested information in a specific field and screen. • Average Response Time – Average response time is the sum of the response times divided by the number of pre-ordering queries in the report period. It is calculated separately for PO-1-01 through –06. Queries that “time-out” are excluded from the calculation of average response time. • Time-out – A time-out is a query for which the requested information or an error message is not provided within 60 seconds. Time-outs are set at long intervals to ensure that average response times include long response times but do not include queries that will never complete.
Methodology:
<p>The measurements for PO-1 are derived from actual CLEC transactions and from simulated pre-ordering queries generated by Verizon’s simulation system for Verizon Retail transactions². These simulations also support the measure of PO-2 OSS Interface Availability. Time-outs that are removed from queues for average response time calculations are included in the PO-2 OSS Interface Availability calculations.</p> <p>Performance to CLECs is captured by Verizon’s Gateway system for each available CLEC interface³</p> <p>Performance to Verizon retail is measured directly to and from Verizon’s OSS. The simulation system replicates the keystrokes of a Verizon service representative and measures the response times from when the “enter” key is hit until a response is received back on the display screen after processing by the pre-ordering OSS. Multiple retail data dips may be required for certain transactions to match the CLEC transaction.</p> <p>The simulation system generates simulated Verizon retail queries continuously throughout the day, Monday through Friday, 8 AM to 9 PM, excluding New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. At least ten Verizon retail simulated queries are generated per hour for each type of query. CLEC transactions are captured for the same time period as retail.</p> <p>Each query has a unique name based on time and date. The simulation system robot monitors for a matching response, and identifies successful responses by the file extension names. The file extension varies according to whether the transaction is successful or experiences an error or time-out condition. Successful response for an Address Validation request is identified by a file extension of “.ada.” The file is then read to ensure it starts and ends with the appropriate indicators for a successful transaction.</p>

² EnView is currently used as the simulation system.

³ As new CLEC interfaces become available, the measurement process will be expanded to include them as well. If a CLEC interface is retired, the measurement and reporting will cease for that interface. The Carrier Guidelines will be modified to reflect any such changes.

PO-1 OSS Response Time (continued)		
Exclusions:		
<ul style="list-style-type: none">• Normal exclusions include Saturday, Sunday, and major holidays (New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day), as well as hours outside of the normal report period.• Verizon Affiliate data will be excluded from all CLEC aggregate performance (in all measures)• Test IDs		
Performance Standard:		
<p>EDI & CORBA: For all but PO-1-04 (Product and Service Availability) Parity with Retail plus not more than 4 seconds. 4-Second difference allows for variations in functionality and additional security requirements of interface. PO-1-04 Product and Service Availability – Parity with Retail plus not more than 10 seconds. Additional time is required due to significant enhancements in CLEC transaction.</p> <p>WEB GUI: Parity with retail plus not more than 7 seconds. PO-1-04 Product and Service Availability – Parity with Retail plus not more than 10 seconds. Additional time is required due to significant enhancements in CLEC transaction..</p>		
Formula:		
CLEC: $\sum \text{Response Times for each transaction} / \text{Number of successful transactions}$ Retail: $\sum \text{Response Times from enter key to reply on screen for each transaction} / \text{Number of Simulated Transactions for each transaction type.}$		
Report Dimensions:		
Company: <ul style="list-style-type: none">• Verizon Retail• CLEC Aggregate		Geography: <ul style="list-style-type: none">• State
Products	CLEC Aggregate: <ul style="list-style-type: none">• WEB GUI• EDI• CORBA	
Sub-Metrics – PO-1 Response Time OSS Pre-Ordering Interface		
PO-1-01	Average Response Time – Customer Service Record	
Calculation	Numerator	Denominator
	Sum of all response times for CSR transactions.	Number of CSR transactions
PO-1-02	Average Response Time – Due Date Availability	
Calculation	Numerator	Denominator
	Sum of all response times for Due Date Availability.	Number of Due Date availability transactions
PO-1-03	Average Response Time – Address Validation	
Calculation	Numerator	Denominator
	Sum of all response times for Address Validation.	Number of address validation transactions.
PO-1-04	Average Response Time – Product & Service Availability	
Calculation	Numerator	Denominator
	Sum of all response times for Product and Service Availability.	Number of Product & Service availability transactions

Sub-Metrics – (continued) Response Time OSS Pre-Ordering Interface		
PO-1-05	Average Response Time – Telephone Number Availability & Reservation⁴	
Calculation	Numerator	Denominator
	Sum of all response times for TN Availability/Reservation.	Number of TN Availability/Reservation transactions.
PO-1-06	Average Response Time – Facility Availability (Loop Qualification)	
Calculation	Numerator	Denominator
	Sum of all response times for Loop Qualification.	Number of Loop Qualification transactions

⁴ While Address Validation can be completed on a stand-alone basis, TN reservation is always combined with Address Validation. For Verizon retail representatives this is a required two step process requiring two separate transactions.

Function:
PO-2 OSS Interface Availability
Definition:
<p>“OSS Interface Availability” measures the time during which the electronic OSS Interface is actually available as a percentage of scheduled availability. Verizon service representatives and CLEC service representatives obtain pre-ordering information from the same underlying OSS. As a result, if a particular OSS is down, it is equally unavailable to Verizon employees and to CLEC employees. Any difference in availability, therefore, will be caused by unavailability of the interface.</p> <p>Scheduled Availability</p> <ul style="list-style-type: none"> · Prime Time: 6 AM to 12:00 Midnight EST Monday through Saturday, excluding Holidays · Non-Prime Time: 12:01 to 5:59 AM EST Monday through Saturday, and all day Sundays and Holidays <p>Holidays for PO-2 include: New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.</p> <p>Separate measurements will be performed for each of the following: Pre-Ordering CORBA, Pre-Ordering/Ordering EDI, Pre-Ordering/Ordering/Maintenance Web GUI. Each availability interface is measured separately <u>with each interface having its own set of processing complexes. A processing complex consists of a set of servers that serve as primary and backup. The number of processing complexes associated with each interface (EDI, CORBA or WEB GUI) varies as needed, however, the metric calculations performed for each interface include the number of processing complexes associated with the individual interface. For example, when determining the number of Prime-Time minutes scheduled for the month, for the EDI interface, the number of processing complexes associated with EDI is factored in to the calculation.</u></p>
Methodology:
<p>Verizon will use EnView as a means of monitoring all Verizon systems, including retail OSS. However, Verizon will measure reported outages, based on actual reported time frames as well as any outages captured by EnView and not reported by CLECs. Additionally if a Verizon outage affects only one CLEC, the system availability will be adjusted to reflect that CLEC’s outage. For example, if a single CLEC experienced a 3 hour outage, due to a Verizon problem, system outage would be counted, on a pro-rated basis. In this way, outages that impact a single CLEC, but that do not necessarily show up in EnView will be captured. EnView will be used as an alarm for system availability and to supplement CLEC reported outages. If no CLEC reported an outage, but EnView detected an outage, the EnView outage would be included as if the entire CLEC population experienced the outage.</p> <p>EnView measurement of availability of the interfaces will be as follows: The mechanized OSS interface availability process is based on the transactions created by the EnView Robots. The program determines whether the transactions are successful or unsuccessful, or that no transactions are issued (not polled). Transactions are processed separately for each interface type. The hours of the day are divided into 6-minute measurement periods.</p> <p>If the interface for any Pre-Order transaction type in a 6-minute measurement period has at least one successful transaction, then the interface is considered available. Unavailable time is calculated only when all interface transactions are unsuccessful and at least one of the corresponding OSS transactions is successful. This indicates that the interface was not available while at least one OSS was available. In this case, the 6-minute measurement period is counted as “unavailable”. If it is determined that no transactions were issued, then the 6-minute measurement period is excluded from all calculations since this is an indication of an EnView problem and not an interface (EDI/WEBGUI/CORBA) problem. Availability is calculated by dividing the total number of 6-minute measurement periods in a 24-hour day (excluding unmeasured 6-minute measurement periods) into the number of periods with no successful transactions for the day and subtracting this from 1 and multiplying by 100. For example, there are potentially 180 6-minute measurement periods in a 18-hour period. If two 6-minute measurement periods lack successful transactions, then availability equals $(1-(2/180)) \times 100 = 98.89\%$ Availability.</p>

Methodology – PO-2 OSS Availability (continued)		
<u>Trouble Logs:</u> Verizon will make available for inspection by the CLEC logs of CLEC reports that the interface is not available.		
<u>For example, (assuming all processing complexes are scheduled to be operational for the entire month):</u>		
<u>Step One: Determine prime-time scheduled minutes in a month. This is accomplished by [(number of days (Monday through Saturday (excluding holidays)) in the report month) x (scheduled prime-time hours per day) x (sixty (60) minutes)] x the number of processing complexes.</u>		
<u>Step Two: Determine number of outage minutes in a month.</u>		
<u>Step Three: [(prime-time scheduled minutes in a month minus outage minutes in a month) / (prime-time scheduled minutes in a month)] x 100 = Prime-Time Availability %</u>		
Exclusions:		
The following exclusions will apply		
<ul style="list-style-type: none">• Troubles reported but not found in Verizon• Troubles reported by a CLEC that were not reported to Verizon’s designated trouble reporting point.• Scheduled interface outages for major system releases where CLECs were provided with advanced notification of the downtime in compliance with Verizon Change Management Guidelines.• Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures).• Test IDs		
Performance Standard:		
Metric: PO-2-02 (Prime Time): ≥ 99.5%		
Formula:		
[(Number of hours scheduled less number of scheduled hours not available) / (Number of hours scheduled)] x 100.		
Report Dimensions:		
Company: <ul style="list-style-type: none">• CLEC Aggregate		Geography: <ul style="list-style-type: none">• North (CT, MA,NH, NY, ME, RI, VT)• South (DC, DE, MD, NJ, PA, VA, WV)
Products	<ul style="list-style-type: none">• Web GUI (Pre-Order, Order and Repair)• EDI (Pre-Order and Order)• CORBA (Pre-Order)	
Sub-Metrics:		
PO-2-02	OSS Interface Availability – Prime Time	
Calculation	Numerator	Denominator
	Total Number-number of scheduled Prime prime-tTime Hours-hours in the Month month (multiplied by the number of available interfaces) for all available processing complexes minus the total Number-number of unscheduled outage hours during Prime prime-time Time Hours-in the Month-month for all available processing complexes. Interface is not available	Total nNumber of scheduled pPrime-t-Time Hours-hours in the Month-month multiplied by the number of for all available interfacescomplexes..

Ordering (OR)

Function:

OR-1 Order Confirmation Timeliness

Definition:

Resale & UNE: Order Confirmation Response Time: The amount of elapsed time (in hours and minutes) between receipt of a valid order request date and time stamp and distribution of a service order confirmation. Orders that are rejected will have the clock re-started upon receipt of a valid order. Partial migrations for less than 6 lines – with accounts that include more than 5 lines that must be rearranged will be treated as 6 lines or greater.

Note: Orders are considered distributed at the time Verizon sends an order confirmation. If an order confirmation is resent, and the problem with sending the confirmation was within Verizon's systems, then the time stamp will be the last time stamp. If the order confirmation was resent because the problem is at the CLEC end (e.g. CLEC systems could not receive transactions), the time stamp is the first time the order confirmation was sent. For EDI/NetLink Orders, the notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to transmission to the CLEC.

Percent of Orders Confirmed On Time: The percentage of orders confirmed within the agreed upon timeframes as specified in the Performance Standards.

Physical Facility Checks: are completed on orders (submitted via LSR) with more than five (5) lines.

Note: Orders for UNE Specials DS0 EELs (Loop and Backbone) will change from the LSR format to the ASR format. The UNE DS0 EEL orders submitted via ASRs will still require physical facility checks on orders with more than five (5) lines. All other UNE Specials DS0 orders are still submitted using the LSR format. UNE Specials and DS0 orders for more than 5 lines require a facilities check.

Facility Checks: Orders for UNE Specials DS1 and above are submitted via ASR. All of these ASR orders get facility checks through REQNET system.

Note: Orders for UNE Specials DS0 EELs (Loop and Backbone) will be submitted via ASRs. All other UNE Specials DS0 orders are still submitted using the LSR format. UNE Specials DS0 EELs do not automatically require facility checks through REQNET. UNE Specials DS0 EELs will require facility checks if the order is more than five (5) lines.

Trunks:

The amount of time in business days between receipt of a clean ASR (received date restarted for each SUPP) and distribution of a firm order confirmation. Measures service orders completed between the measured dates.

Notes:

- (1) LSRs only are contained in the PON Master File.
- (2) Rejected Orders – Orders failing “Basic front-end edits”⁵ submitted via LSR are not placed in the PON Master File; therefore, they are not included in the calculation.
- (-3) For LSRs only, effective with the capability to identify resent confirmations due to Verizon error, Verizon will include in the Order confirmation Timeliness measurement CLEC requests for resent confirmations that are submitted electronically as well as resent confirmations due to Verizon's error in initial confirmation⁶. The measurements are based on confirmed orders.
- (4) If no order confirmations time exists due to a missing order confirmations, for LSRs only, Verizon will use the completion notification time.
- (5) The Ordering sub-metrics data reported in the monthly C2C reports only include orders confirmed in the calendar month.
- ~~(6)~~ (6) The Pre-qualified Complex category includes 2-wire Digital, 2-wire xDSL Loop, and 2-wire xDSL Line Sharing orders that were pre-qualified.
- (7) ASR Requests that have the RTR field populated with a code that indicates the CLEC requested that no confirmation/response be sent are not counted in the OR-1 confirmation timeliness metrics.

Exclusions:

⁵ Basic front-end edits – see Glossary.

Resale & UNE:

- Verizon Test Orders ⁷
- Test IDs
- Weekend and Holiday Hours (Other than Flow-through) – Weekend Hours are from 5:00pm Friday to 8:00am Monday. Holiday Hours are from 5:00pm of the business day preceding the holiday to 8:00am of the first business day following the holiday. These hours are excluded from the elapsed time when calculating the response times for non-flow through requests. Holidays vary by state and are published on the Verizon Web Site.
- SOP scheduled downtime hours (Flow-through). Scheduled downtime may vary by state. Each month there is a scheduled release on the third Saturday with a later start time on the following Sunday. For major release weekends, such as NPA splits, SOP downtime may be extended. All such extensions will be communicated to CLECs in advance of the release in accordance with Verizon Change Management guidelines.
- Any order (PON) designated by a CLEC to be excluded (e.g., special projects). CLEC must provide written authorization for any exclusion. (This applies to any metric as specified by CLEC) Any PONs which Verizon and the CLEC agree to handle as a project following the transmittal by the CLEC (electronically or in writing) of the PONs to be associated with the project, a unique PON identifier, the start date, approximate completion date and definition of the special handling required by the project and the requested deviations from standard business practices due to the project.
- Verizon Affiliate data (where it exists), or data of a separate office or division providing DSL, will be excluded from all CLEC aggregate performance (in all measures)
- DSL Orders requiring loop conditioning. (Due date can not be provided until conditioning is complete)

Report Dimensions

Company:

- CLEC Aggregate
- CLEC Specific

Geography:

- State

⁶ Resent confirmations due to CLEC error – such as duplicate PON numbers, or confirmations resent to reschedule a missed provisioning appointment – either due to CLEC, End User or Verizon reasons are not counted as resent confirmations.

⁷ Verizon-Test Orders – see Glossary.

Performance Standard: OR-1 Order Confirmation Timeliness		
95% On Time According to schedule below:		
Resale:	UNE:	Interconnection Trunks:
Electronically Submitted Orders: <i>POTS/Pre-Qualified Complex:</i> <ul style="list-style-type: none"> Flow-Through Orders: 2 Hours Orders with < 6 Lines: 24 Hours Orders with ≥ 6 Lines: 72 Hours <i>Complex Services (requiring manual loop qualification)</i> <ul style="list-style-type: none"> 2 wire Digital Services: 72 hours 2 Wire xDSL Services: 72 hours <i>Special Services:</i> <ul style="list-style-type: none"> Orders with < 6 Lines: 48 Hours Orders with ≥ 6 Lines: 72 Hours⁸ 	Electronically Submitted Orders: <i>POTS/Pre-Qualified Complex:</i> <ul style="list-style-type: none"> Flow-Through Orders: 2 Hours Orders with < 6 Lines: 24 Hours Orders with ≥ 6 Lines: 72 Hours <i>Complex Services (requiring manual loop qualification)</i> <ul style="list-style-type: none"> 2 Wire Digital Services: 72 hours 2 Wire xDSL Services: 72 hours <i>Special Services:</i> <ul style="list-style-type: none"> Orders with < 6 Lines: 48 Hours Note: The 48 hour standard does not apply to UNE specials (UNE DS0 EELs > 6 lines, UNE DS1 and above) received via ASR. Orders with ≥ 6 Lines: 72 Hours⁹ (includes UNE Specials DS0 EELs > 6 lines and UNE Specials DS1 and above) 	Electronically Submitted Orders: <i>Firm Order Confirmation:</i> <ul style="list-style-type: none"> ≤ 192 Trunks: 10 Business Days Faxed/Mailed Orders: Add 24 Hours to intervals above
Sub-Metrics		
OR-1-02	% On Time LSRC – Flow Through	
Products	<i>Resale:</i> <ul style="list-style-type: none"> POTS/Pre-Qualified Complex 	<i>UNE:</i> <ul style="list-style-type: none"> POTS/Pre-Qualified Complex – Loop Platform
Calculation	Numerator	Denominator
	Number of electronic LSRCs sent where confirmation date and time less submission date and time is less than or equal to two (2) hours for specified product.	Total number of flow through LSRs confirmed for specified product.
OR-1-04	% On Time LSRC/ASRC < 6 Lines (Electronic – No Flow Through)	
Products	<i>Resale:</i> <ul style="list-style-type: none"> POTS/Pre-Qualified Complex 2 Wire Digital Services 2 Wire xDSL Services⁹ Specials 	<i>UNE:</i> <ul style="list-style-type: none"> POTS/Pre-Qualified Complex -Loop Platform 2 Wire Digital Services 2 Wire xDSL Services Specials
Calculation	Numerator	Denominator
	Number of electronic LSRCs/ASRCs for less than 6 lines, sent where confirmation date and time less submission date and time is less than or equal to the standard for specified product.	Total number of electronic LSRs/ASRs for less than 6 lines confirmed for specified product.
OR-1-06	% On Time LSRC/ASRC ≥ 6 Lines (Electronic)	

⁸ Also includes orders requiring facility verification as specified on the Verizon Web-site for product intervals.

⁹ Where the separate data affiliate exists, re-sold xDSL services will not be included.

Products	<i>Resale:</i> <ul style="list-style-type: none"> • POTS/Pre-qualified Complex • Specials 	<i>UNE:</i> <ul style="list-style-type: none"> • POTS/Pre-qualified Complex – Loop • Platform • Specials¹⁰
Calculation	Numerator	Denominator
	Number of electronic LSRCs/ASRCs for 6 or more lines, sent where confirmation date and time less submission date and time is less than or equal to the standard for specified product.	Total number of electronic LSRs/ASRs for 6 or more lines, confirmed for specified product.

¹⁰ UNE DS0 EELs (Loop and Backbone) are ordered via ASR. All other UNE DS0s are ordered via LSR. Orders >= 6 lines require a facility check.

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-12	% On Time FOC	
Products	Trunks: <ul style="list-style-type: none"> CLEC Trunks (\leq 192 Forecasted Trunks) 	
Calculation	Numerator	Denominator
	Number of orders confirmed within the specified interval for the product type	Number of orders received (electronically and faxed) confirmed by product type

Function:
OR-2 Reject Timeliness
Definition:
<p><u>Reject Response Time:</u> The amount of elapsed time (in hours and minutes) between receipt of an order request and distribution of a service order reject, both based on date and time stamp. Note: Orders are considered distributed at the time Verizon sends an order reject/query. If an order reject/query is resent, and the problem with sending the reject/query was within Verizon's systems, then the time stamp will be the last time stamp. If the order reject/query was resent because the problem is at the CLEC end (e.g. CLEC systems could not receive transactions), the time stamp is the first time the order reject/query was sent. For EDI/NetLink orders, the notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to transmission to the CLEC.</p> <p><u>Percent of Orders Rejected On Time:</u> The percentage of orders rejected within the agreed-upon timeframes as specified in the Performance Standards.</p> <p>Notes:</p> <ol style="list-style-type: none"> (1) LSRs only are contained in the PON Master File. (2) Rejected Orders – Orders failing "Basic front-end edits"¹¹ submitted via LSR are not placed in the PON Master File; therefore, they are not included in the calculation. (3) Measurements are based on rejected orders. (4) The Ordering sub-metrics data reported in the monthly C2C reports only include orders rejected in the calendar month. (5) The Pre-qualified Complex category includes 2-wire Digital, 2-wire xDSL Loop, and 2-wire xDSL Line Sharing orders that were pre-qualified.
Exclusions:
<ul style="list-style-type: none"> • Verizon Test Orders • Test IDs • Duplicate Rejects – Rejects issued against a unique PON (PON + Version Number + CLEC Id), identical and subsequent to the first reject. • Weekend and Holiday Hours (Other than Flow-through) – Weekend Hours are from 5:00pm Friday to 8:00am Monday. Holiday Hours are from 5:00pm of the business day preceding the holiday to 8:00am of the first business day following the holiday. These hours are excluded from the elapsed time when calculating the response times for non-flow-through requests. . Holidays vary by state and are published on the Verizon Web Site. • SOP scheduled downtime hours (Flow-through). Scheduled downtime may vary by state. Each month there is a scheduled release on the third Saturday with a later start time on the following Sunday. For major release weekends, such as NPA splits, SOP downtime may be extended. All such extensions will be communicated to CLECs in advance of the release in accordance with Verizon Change Management guidelines. • Verizon Affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures) • DSL Orders requiring loop conditioning. (Due date can not be provided until conditioning is complete) • <u>Any reject/query that occurs on an ASR that has the RTR field populated with a code that indicates the CLEC did not require a response (and the first notification for the ASR would have been a confirmation).</u> • <u>Any PONs which Verizon and the CLEC agree to handle as a project following the transmittal by the CLEC (electronically or in writing) of the PONs to be associated with the project, a unique PON identifier, the start date, approximate completion date and definition of the special handling required by the project and the requested deviations from standard business practices due to the project.</u>
Report Dimensions:

¹¹ Basic front-end edits – see Glossary.

Company:		Geography:
<ul style="list-style-type: none"> CLEC Aggregate CLEC Specific 		<ul style="list-style-type: none"> State
Performance Standard:		
95% On Time According to schedule below:		
Resale:	UNE:	Interconnection Trunks:
Electronically Submitted Orders: <i>POTS/Pre-Qualified Complex:</i> <ul style="list-style-type: none"> Flow-Through Orders: 2 Hours Orders with < 6 Lines: 24 Hours Orders with ≥ 6 Lines: 72 Hours <i>Complex Services (requiring manual loop qualification)</i> <ul style="list-style-type: none"> 2 wire Digital Services: 72 hours 2 Wire xDSL Services: 72 hours <i>Special Services:</i> <ul style="list-style-type: none"> Orders with < 6 Lines: 48 Hours Orders with ≥ 6 Lines: 72 Hours¹² 	Electronically Submitted Orders: <i>POTS/Pre-Qualified Complex:</i> <ul style="list-style-type: none"> Flow-Through Orders: 2 Hours Orders with < 6 Lines: 24 Hours Orders with ≥ 6 Lines: 72 Hours <i>Complex Services (requiring manual loop qualification)</i> <ul style="list-style-type: none"> 2 Wire Digital Services: 72 hours 2 Wire xDSL Services: 72 hours <i>Special Services:</i> <ul style="list-style-type: none"> Orders with < 6 Lines: 48 Hours Note: The 48 hour standard does not apply to UNE Specials (DS0 EELs>6 lines, DS1 and above) received via ASR. Orders with ≥ 6 Lines: 72 Hours¹³ (includes UNE DS0 EELs >6 lines and UNE DS1s and above) 	Electronically Submitted Orders: <ul style="list-style-type: none"> ≤ 192 Trunks: –less than or equal to seven (7) Business Days Faxed/Mailed Orders: Add 24 Hours to intervals above

Sub-Metrics – OR-2 Reject Timeliness		
OR-2-02	% On Time LSR Reject – Flow Through	
Products	<i>Resale:</i> <ul style="list-style-type: none"> POTS/Pre-Qualified Complex 	<i>UNE:</i> <ul style="list-style-type: none"> POTS/Pre-Qualified Complex – Loop Platform
Calculation	Numerator	Denominator
	Number of electronic rejects sent where reject date and time less submission date and time is less than or equal to two(2) hours for specified product.	Total number of flow-through LSRs rejected for specified product.
OR-2-04	% On Time LSR/ASR Reject < 6 Lines (Electronic – No Flow Through)	
Products	<i>Resale:</i> <ul style="list-style-type: none"> POTS/Pre-Qualified Complex 2 Wire Digital Services 2 Wire xDSL Services¹³ Specials 	<i>UNE:</i> <ul style="list-style-type: none"> POTS/Pre-Qualified Complex – Loop Platform 2 Wire Digital Services 2 Wire xDSL Services Specials
Calculation	Numerator	Denominator
	Number of electronic rejects sent where reject date and time less submission date and time is within standard for orders less than or equal to the standard for orders less than 6 lines for specified product.	Total number of LSRs/ASRs electronically submitted for less than 6 lines rejected for specified product.
OR-2-06	% On Time LSR/ASR Reject ≥ 6 Lines (Electronic)	

¹² Also includes orders requiring facility verification as specified in the Verizon Web-site for product intervals

¹³ Where the separate data affiliate exists, re-sold xDSL services will not be included.

Products	<i>Resale:</i> <ul style="list-style-type: none"> • POTS/Pre-qualified Complex • Specials 	<i>UNE:</i> <ul style="list-style-type: none"> • POTS/Pre-qualified Complex – Loop • Platform • Specials
Calculation	Numerator	Denominator
	Number of electronic rejects sent where rejects date and time less submission date and time is within standard for orders 6 or more lines for specified product.	Total number of LSRs/ASRs electronically submitted for 6 or more lines rejected for specified product.
OR-2-12	% On Time Trunk ASR Reject	
Products	Trunks: <ul style="list-style-type: none"> • CLEC Trunks 	
Calculation	Numerator	Denominator
	Number of rejected trunk orders that meet reject trunk standard(less than or equal to) seven (7) business days.	Number of rejected trunk orders for less than or equal to 192 trunks.

Function:		
OR-5 Percent Flow-Through ¹⁴		
Definition:		
<p><u>Total Flow-Through</u>: The percent of valid orders received through the electronic ordering Gateway and processed directly to the legacy service order processor without manual intervention. These service orders require no action by a Verizon service representative to type an order into the service order processor. This is also known as “ordering” flow-through.</p> <p><u>% Flow Through Achieved</u>: % of valid orders received through the electronic ordering Gateway that are designed to flow through and actually flow through, but excluding those orders that do not flow due to CLEC errors or a pending order status.</p> <p>Note: Rejected Orders – Orders failing “Basic front-end edits”¹⁵ submitted via LSR are not placed on Completed PON Master File; therefore, they are not included in the calculation. ASRs do not flow-through by design, and are not included in the OR-5 metric. LSRs only are contained on the PON Master File.</p>		
Exclusions:		
<ul style="list-style-type: none"> Verizon Test Orders Test IDs • Orders sent via US Mail or Fax From Achieved Flow Through: Orders not eligible to flow through (i.e., order types that are not designed to flow through); Orders on Verizon accounts where business rules require manual intervention, such as pending orders, Verizon blocking, contractual issues such as special touch tone requirements (designed to ensure timely billing completion); and Orders with CLEC input errors, such as typographical errors and failure to abide by specified business rules. [specific error codes to be provided in separate attachment; specific exclusions under development with NYPSC] Verizon Affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures). <u>Any PONs which Verizon and the CLEC agree to handle as a project, which in normal circumstances would flow through, but do not because manual handling is required for the special project, following the transmittal by the CLEC (electronically or in writing) of the PONs to be associated with the project, a unique PON identifier, the start date, approximate completion date and definition of the special handling required by the project and the requested deviations from standard business practices due to the project.</u> 		
Performance Standard:		
No Standard Developed for Total Flow-Through ¹⁶ . To be developed within 6 months of merger close.		
Report Dimensions		
Company:		Geography:
<ul style="list-style-type: none"> CLEC Aggregate 		<ul style="list-style-type: none"> State
Sub-Metrics		
OR-5-01	% Flow Through – Total	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Sum of all orders that flow through (FLWTHRU-CAND-IND = ‘1’) for specified product.	Total number of LSR records (orders) for specified product.
OR-5-03	% Flow Through Achieved	

¹⁴ While two performance metrics are included for flow through performance, a single metric and standard will be incorporated for performance remedies. The measure will be one of the two provided and the standard finalized 6 months after merger close. Significant development is underway in NY in the development of exclusions for flow through achieved which will enable a recommendation for a metric and standard.

¹⁵ Basic front-end edits – see Glossary.

¹⁶ NY PAP special provisions includes an 80% threshold for total flow through and 95% Achieved.

Products	Resale	UNE
Calculation	Numerator	Denominator
	Number of orders that flow through (FLWTHRU-CAND-IND='1') for specified product	Number of flow through eligible orders

Provisioning (PR)

Function:		
PR-3 Completed within Specified Number of Days (1-5 Lines)		
Definition:		
<ul style="list-style-type: none"> For POTS orders with 5 or fewer lines, the percent of orders completed in five business days, between application and work completion dates. The application date is the date (day 0) that a valid service request is received. Orders received after 5:00 p.m. are counted as received the next business day. Note: Holidays vary by state and are published on the Verizon Web Site. 		
Exclusions:		
<ul style="list-style-type: none"> Verizon Test Orders. Test IDs Disconnect Orders. Orders where customers request a due date that is beyond the standard available appointment interval. (X Appointment Code). Orders that should be X appointment coded. Verizon will work to correct any orders with an incorrect appointment code. Verizon Administrative orders.¹⁷ Orders with invalid intervals (Negative Intervals or intervals over 200 business days – indicative of typographical error). Additional Segments on orders (parts of a whole order are included in the whole). Orders that are not complete. (Orders are included in the month that they are complete). Suspend for non-payment and associated restore orders. Orders completed late due to any end user or CLEC caused delay. Coordinated cut-over Unbundled Network Elements such as loops or number portability orders. Verizon Affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures) <u>Any PONs which Verizon and the CLEC agree to handle as a project following the transmittal by the CLEC (electronically or in writing) of the PONs to be associated with the project, a unique PON identifier, the start date, approximate completion date and definition of the special handling required by the project and the requested deviations from standard business practices due to the project.</u> 		
Performance Standard:		
Parity with Verizon Retail. See Interval Guide for specific products and services.		
Report Dimensions		
Company:		Geography:
<ul style="list-style-type: none"> Verizon Retail CLEC Aggregate CLEC Specific 		<ul style="list-style-type: none"> State
Products (For all PR-3)	Resale:	UNE:
	<ul style="list-style-type: none"> POTS - Total 	<ul style="list-style-type: none"> POTS – Platform & Other (UNE Switch & INP)
Sub-Metrics		
PR-3-08	% Completed in 5 Days (1-5 Lines – No Dispatch)	
Calculation	Numerator	Denominator

¹⁷

Verizon Administrative Orders – See Glossary

	Number of POTS orders with 1 to 5 lines where completion date less application date is 5 or fewer days.	Number of No Dispatch POTS orders with 1 to 5 lines.
PR-3-09	% Completed in 5 Days (1-5 Lines – Dispatch)	
Calculation	Numerator	Denominator
	Number of POTS orders with 1 to 5 lines where completion date less application date is 5 or fewer days.	Number of Dispatch POTS orders with 1 to 5 lines.

Function:	
PR-4 Missed Appointments	
Definition:	
<p>The Percent of Orders completed after the commitment date.</p> <p><u>LNP</u>: The percent of orders completed on Time (not early)</p> <p>DSL Loops are considered complete if completed on time on the due date. Verizon utilizes serial numbers where CLECs provide them to support on-time performance measures.</p> <p><u>Trunks</u>: Includes reciprocal trunks from Verizon to CLEC. For PR-4-15, the percentage of <u>trunks</u> completed on or before the order due date.</p> <p>Metric PR-4-15 includes orders that were Customer Not Ready (CNR), and were completed in the report month.</p>	
Exclusions:	
<ul style="list-style-type: none"> • Verizon Test Orders • Test IDs • Disconnect Orders • Verizon Administrative orders ¹⁸ • Additional Segments ¹⁹ on orders (parts of a whole order are included in the whole) • Orders that are not complete. (Orders are included in the month that they are complete) • Suspend for non-payment and associated restore orders. • For Delay Days: for orders with both a Verizon miss and a customer/CLEC miss, delay days attributable to the customer/CLEC are excluded. • Verizon Affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures) • For PR-4-14 (% On Time 2 Wire xDSL Loops) – orders completed late due to facility problems • For PR-4-05 Line Sharing – SDA or separate office or division providing xDSL – exclude orders that are ordered by the SDA, separate office or division providing DSL and used to provide resold DSL. • For PR-4-04 2 Wire Digital only exclude orders missed for facility reasons. 	
Performance Standard:	
<p>Parity with Verizon Retail</p> <p>Note: Where the SDA or separate office or division providing DSL is using line sharing, for PR-4-05 Line Share – Parity with provision of Line Sharing to SDA or separate office or division providing DSL as applicable. NJ: Parity with retail “Infospeed” (DSL Service) where it exists.</p> <p>LNP: 95% on Time</p> <p>PR-4-02 CLEC Trunks: None – Analysis Only</p> <p>PR-4-14: 2 Wire xDSL Loops: 95% on Time</p> <p>PR-4-15: CLEC Trunks: 95% on Time</p>	
Report Dimensions	
<p>Company:</p> <ul style="list-style-type: none"> • Verizon Retail/ SDA • CLEC Aggregate • CLEC Specific 	<p>Geography:</p> <ul style="list-style-type: none"> • State

¹⁸ Verizon Administrative Orders – See Glossary

¹⁹ Segments – See Glossary

Sub-Metrics – PR-4 Missed Appointments			
PR-4-01	% Missed Appointment – Verizon – Total		
Description	The Percent of Orders completed after the commitment date due to Verizon reasons.		
Products	<ul style="list-style-type: none">• Resale:<ul style="list-style-type: none">• Specials- Other• DS0• DS1• DS3• 2 Wire xDSL²⁰	UNE: <ul style="list-style-type: none">• EEL• IOF• Specials (Other)• DS0• DS1• DS3	
Calculation	Numerator	Denominator	
	Number of Orders where the Order completion date is greater than the order due date due to Company Reasons for product group	Number of Orders Completed for product group.	
PR-4-02	Average Delay Days – Total		
Description	For orders/trunks missed due to Verizon reasons, the average number of days between committed due date and actual work completion date, attributable to Verizon.		
Products	<ul style="list-style-type: none">• Resale:<ul style="list-style-type: none">• POTS - <u>Total</u>• 2 Wire Digital• 2 Wire xDSL²¹• Specials	UNE: <ul style="list-style-type: none">• POTS Loop• <u>POTS</u> Platform• 2 Wire Digital• 2 Wire xDSL• Specials• EEL• IOF	Trunks: <ul style="list-style-type: none">• CLEC Trunks
Calculation	Numerator	Denominator	
	Sum of the completion date less due date for orders/trunks missed due to company reasons by product group.	Count of orders/trunks missed for company reasons, by product group.	
PR-4-04	% Missed Appointment – Verizon – Dispatch		
Description	The Percent of Dispatched Orders completed after the commitment date, due to Verizon reasons.		
Products	<ul style="list-style-type: none">• Resale:<ul style="list-style-type: none">• POTS - <u>Total</u>• 2 Wire Digital	UNE: <ul style="list-style-type: none">• <u>POTS</u> Platform• Loop – New• 2 Wire Digital	
Calculation	Numerator	Denominator	

²⁰ Where the separate data affiliate exists, re-sold xDSL services will not be included.

²¹ Where the separate data affiliate exists, re-sold xDSL services will not be included.

	Number of Dispatched Orders where the Order completion date is greater than the order due date due to Company Reasons for product group.	Number of Dispatched Orders Completed for product group.
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Sub-Metrics PR-4 Missed Appointments (continued)		
PR-4-05	% Missed Appointment – Verizon – No Dispatch	
Description	The Percent of No-Dispatch Orders completed after the commitment date, due to Verizon reasons.	
Products	Resale: <ul style="list-style-type: none"> • POTS - <u>Total</u> • 2 Wire Digital 	UNE: <ul style="list-style-type: none"> • <u>POTS</u> Platform • 2 Wire xDSL Line Sharing • 2 Wire xDSL Line Splitting
Calculation	Numerator	Denominator
	Number of No Dispatch Orders where the Order completion date is greater than the order due date due to Company Reasons for product group.	Number of No Dispatch Orders Completed for product group.
PR-4-07	% On Time Performance – LNP Only	
Description	Percent of all LNP orders (including both the Trigger and associated disconnect order) where trigger is in place one business day before the disconnect due date and disconnect is completed on or after 11:59PM of the due date. For LNP only orders, the percent of LNP (retail disconnect) orders completed in translation on or after due on the order. Telephone Numbers disconnected early <u>at the customer's request</u> are considered not met. <u>Orders where the trigger is in place less than one business day prior to the disconnect due date but before the number is ported by the CLEC are not scored as missed triggers.</u>	
Products	UNE: <ul style="list-style-type: none"> • LNP 	
Calculation	Numerator	Denominator
	Number of LNP orders (1 order = Trigger order and disconnect order), where port trigger is completed one (1) business day before the due date and the retail disconnect is completed on or after 11:59PM of the due date.	Number of LNP orders completed(1 order = Trigger order and disconnect order)
PR-4-14	% Completed On Time – 2 Wire xDSL Loops	
Description	% of 2 wire xDSL Loops completed on time	
Products	UNE: <ul style="list-style-type: none"> • 2 Wire xDSL Loops 	
Calculation	Numerator	Denominator
	Number of all orders completed on or before the due date	Number of completed orders minus any orders delayed for customer reasons.

PR-4-15	% On Time Provisioning - Trunks	
Description	The percent of trunks completed on or before the order due date.	
Products	Trunks <ul style="list-style-type: none">• CLEC Trunks	
Calculation	Numerator	Denominator
	The number of trunks where the order completion date is less than or equal to the order due date.	The number of trunks completed within the month.

Function:			
PR-6 Installation Quality			
Definition:			
The percent of lines/circuits/trunks installed in the calendar month where a reported trouble was found in the network within 30 days (and within 7 days for POTS services) of order completion. Includes disposition codes 3 (Drop Wire), 4 (Cable) and 5(Central Office). Disposition Code 5 includes translation troubles closed via STARMEM automatically by CLEC.			
Exclusions:			
<ul style="list-style-type: none">• Subsequent reports (additional customer calls while the trouble is pending)• Troubles closed due to customer action.• Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble.• Verizon Affiliate data (where it exists) or data of a separate office or division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).• For Retail 2 wire xDSL where the SDA or separate office or division providing xDSL via Line Sharing – exclude orders that are ordered by the SDA, separate office or division providing xDSL and used to provide resold DSL.• Test IDs• <u>Any PONs which Verizon and the CLEC agree to handle as a project which have situations where testing or cooperative testing can not occur through the normal process, following the transmittal by the CLEC (electronically or in writing) of the PONs to be associated with the projects, a unique PON identifier, the start date, approximate completion date and definition of the special handling required by the project and the requested deviations from standard business practices due to the project.</u>			
Formula:			
Installation Troubles (within 7 or 30 days) with Disposition Code 3, 4 and 5 / Lines completed x 100			
Performance Standard:			
Parity with Verizon Retail For Found Troubles For PR-6-02 Loop Hot Cuts: ≤ 2%			
Report Dimensions			
Company: <ul style="list-style-type: none">• Verizon Retail• CLEC Aggregate• CLEC Specific		Geography: <ul style="list-style-type: none">• State	
Sub-Metrics			
PR-6-01		% Installation Troubles reported within 30 Days	
Description		The percent of lines/circuits/trunks installed where a reported trouble was found in the network within 30 days of order completion. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office).	
Products		UNE: <ul style="list-style-type: none">• 2 Wire Digital• 2 Wire xDSL• Specials	Trunks: <ul style="list-style-type: none">• CLEC Trunks
Calculation		Numerator	Denominator

	Number of central office and outside plant loop (disposition code 03, 04 and 05) troubles with installation activity within 30 days of trouble report.	Total Lines installed in calendar month
PR-6-02	% Installation Troubles reported within 7 Days	
Description	The percent of lines/circuits/trunks installed where a reported trouble was found in the network within 7 days of order completion. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office).	
Products	: <ul style="list-style-type: none"> UNE: <ul style="list-style-type: none"> POTS-Loop Hot Cut 	
Calculation	Numerator	Denominator
	Number of central office and outside plant loop (disposition code 03, 04 and 05) troubles with installation activity within 7 days of trouble report.	Total Lines installed in calendar month

Function:		
PR-9 Hot Cut Loops		
Definition:		
<p>A Hot Cut is considered complete when the following occurs:</p> <ol style="list-style-type: none"> 1. Work is done at (1) appointed frame due time (FDT) as noted on the LSRC or (2) at a time mutually agreed upon by the RCCC/CLEC; and the work is completed within (1) prescribed interval as noted in the C2C guidelines or (2) mutually accepted interval (i.e., project completes by a certain date). <p>A Hot Cut is considered missed when one of the following occurs:</p> <ol style="list-style-type: none"> 1. Premature disconnect called into 1-877-Hot Cuts (otherwise would probably be captured as Retail trouble) 2. Work not done (i.e., not turned up to CLEC by some means (email, VMS, direct call) by close of intervals noted in standards below due to a Verizon reason (i.e., HFC, late turn up, due date pushed out due to Verizon action) 		
Exclusions:		
<ul style="list-style-type: none"> • Verizon Test Orders • Test IDs • Verizon Administrative orders ²³ • Additional Segments ²⁴ on orders (parts of a whole order are included in the whole) • Orders that are not complete. (Orders are included in the month that they are complete) • Verizon Affiliate data (where it exists) or data of a separate office or division providing DSL, will be excluded from all CLEC aggregate performance (in all measures) 		
Performance Standard:		
<p>Hot Cuts: 95% completed within window.</p> <p>Standard for Cut-Over Window: Amount of time from start to completion of physical cut-over of lines:</p> <p>1 to 9 lines: 1 Hour</p> <p>10 to 49 lines: 2 Hours</p> <p>50 to 99 lines: 3 Hours</p> <p>100 to 199 lines: 4 Hours</p> <p>200 plus lines: 8 Hours</p> <p>If IDLC is involved – Start time is within 4 Hour Window (8AM to 12 Noon or 1PM to 5PM)</p>		
Report Dimensions		
<p>Company:</p> <ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific 		<p>Geography:</p> <ul style="list-style-type: none"> • State
Sub-Metrics		
PR-9-01	% On Time Performance – Hot Cut	
Description	<p>% of all UNE Loop orders completed within cut-over window. Start time specified on LSR. For UNE Loops, includes both Loop only and Loop & number portability. Orders disconnected early, and orders cancelled during or after a defective cut due to Verizon reasons are considered not met.</p>	
Products	<p>UNE:</p> <ul style="list-style-type: none"> • Loop – Hot Cut (Coordinated Cut-over) 	
Calculation	Numerator	Denominator
	Number of hot cut (coordinated) loop orders (With or without number portability) completed within commitment window (as scheduled on order) on due date.	Number of hot cut (coordinated) loop orders completed.

²³ Verizon Administrative Orders – See Glossary

²⁴ Segments – See Glossary

Maintenance and Repair (MR)

Function:			
MR-2 Trouble Report Rate			
Definition:			
<p>Report Rate: Total Initial Customer direct or referred Troubles reported, where the trouble disposition was found to be in the network, per 100 lines/circuits/trunks in service. “Loop” equals Drop Wire plus Outside Plant Loop. Network Trouble means a trouble with a disposition code of 3 (drop-wire), 4 (outside plant loop), or 5 (central office).</p> <p>UNE Loop is defined as 2 wire analog loop.</p>			
Exclusions:			
<ul style="list-style-type: none">Report rate excludes Subsequent reports (additional customer calls while the trouble is pending)Troubles reported on Verizon official (administrative lines)Troubles closed due to customer action.Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a troubleVerizon Affiliate data (where it exists) or data of a separate office or division providing DSL, will be excluded from all CLEC aggregate performance (in all measures).Test IDs <p>Excluded from Total (MR-2-01) and Loop/CO (MR-2-02 & MR-2-03) report rates:</p> <ul style="list-style-type: none">Customer Premises Equipment (CPE) troublesTroubles reported but not found (Found OK and Test OK). <p>From MR-2-02 & MR-2-03 for 2 wire xDSL:</p> <ul style="list-style-type: none">Installation Troubles (I Codes)			
Performance Standard:			
<p>Report Rate:</p> <p>Parity with Verizon Retail</p>			
Report Dimensions			
Company: <ul style="list-style-type: none">Verizon RetailCLEC AggregateCLEC Specific		Geography: <ul style="list-style-type: none">State	
Sub-Metrics			
MR-2-01	Network Trouble Report Rate		
Products	Resale: <ul style="list-style-type: none">Specials	UNE: <ul style="list-style-type: none">Specials	Trunks: <ul style="list-style-type: none">CLEC Trunks
Calculation	Numerator		Denominator
	Number of All trouble Reports with found network troubles		Number of Lines or specials or trunks in service

Sub-Metrics – MR-2 Network Trouble Report Rate (continued)		
MR-2-02	Network Trouble Report Rate – Loop	
Products	Resale: <ul style="list-style-type: none"> • POTS • 2 Wire Digital • 2 Wire xDSL ²⁵ 	UNE: <ul style="list-style-type: none"> • Platform • Loop • 2 Wire Digital Services • 2 Wire xDSL Services
Calculation	Numerator	Denominator
	Number of all loop trouble reports (Disposition Code of 03 and 04)	Number of Lines in service
MR-2-03	Network Trouble Report Rate – Central Office	
Products	Resale: <ul style="list-style-type: none"> • POTS • 2 Wire Digital • 2 Wire xDSL ²⁶ 	UNE: <ul style="list-style-type: none"> • Platform • Loop • 2 Wire Digital Services • 2 Wire xDSL Services
Calculation	Numerator	Denominator
	Number of all central office trouble Reports (Disposition Code of 05)	Number of Lines in service

²⁵ Where the separate data affiliate exists, re-sold xDSL services will not be included.

²⁶ Where the separate data affiliate exists, re-sold xDSL services will not be included.

Function:		
MR-3 Missed Repair Appointments		
Definition:		
<p>The Percent of reported Network Troubles not repaired and cleared by the date and time committed. Also referred to as % of customer troubles not resolved within estimate. Appointment intervals vary with force availability in the POTS environment. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office). Loop is defined as disposition Codes 03 plus 04 and are always dispatched <u>out</u>.</p> <p>Verizon uses a single ticket process for misdirected troubles on UNE POTS voice loops (only). This process enables Verizon to redirect a trouble to the opposite end of the circuit after a CLEC made an error in the initial dispatch direction.</p>		
Exclusions:		
<ul style="list-style-type: none"> Missed appointments where the CLEC or end user causes the missed appointment or required access was not available during appointment interval Excludes Subsequent reports (additional customer calls while the trouble is pending) Customer Premises Equipment (CPE) troubles Troubles reported but not found (Found OK and Test OK). Troubles closed due to customer action. Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble Verizon Affiliate data (where it exists) or data of a separate office or division providing DSL, will be excluded from all CLEC aggregate performance (in all measures). Test IDs Sub-metric MR-3-02 POTS Loop Only: exclude <i>redirected</i> troubles. A trouble ticket is considered a <i>redirect</i> if it was dispatched IN once and OUT once, and the trouble was found on the second dispatch (due to a CLEC error in the initial dispatch direction). <u>Reports with multiple dispatches in the same direction are not excluded.</u> <u>Troubles reported on Verizon official (administrative) lines.</u> 		
Performance Standard:		
Parity with Verizon Retail		
Report Dimensions		
Company: <ul style="list-style-type: none"> Verizon Retail CLEC Aggregate CLEC Specific 		Geography: <ul style="list-style-type: none"> State
Sub-Metrics		
MR-3-01	% Missed Repair Appointment – Loop	
Products	Resale: <ul style="list-style-type: none"> POTS – Residence POTS - Business 2 Wire Digital 2 Wire xDSL ²⁷ 	UNE: <ul style="list-style-type: none"> Platform – Residence Platform - Business Loop 2 Wire Digital 2 Wire xDSL
Calculation	Numerator	Denominator

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Where the separate data affiliate exists, re-sold xDSL services will not be included.

	Number of loop troubles where clear time is greater than commitment time (missed appointments for (M=X) for disposition codes 0300-0499).	Number of Loop Troubles (disposition codes 03 and 04).
MR-3-02	% Missed Repair Appointment – Central Office	
Products	Resale: <ul style="list-style-type: none"> • POTS– Residence • POTS - Business • 2 Wire Digital • 2 Wire xDSL Services ²⁸ 	UNE: <ul style="list-style-type: none"> • Platform– Residence • Platform - Business • Loop • 2 Wire Digital • 2 Wire xDSL
Calculation	Numerator	Denominator
	Number of central office troubles where clear time is greater than commitment time (missed appointments (M=X) for disposition code 05).	Number of Central Office Troubles (disposition code 05).

Function:	
MR-4 Trouble Duration Intervals	
Definition:	
<p>For POTS(Resale & UNE Platform) -type services this is measured on a “running clock” basis. Run clock includes weekends and holidays.</p> <p>For UNE Loop, UNE 2 wire Digital Loop and UNE 2 wire xDSL Loop-services this is measured on a limited stop clock basis. A stop clock will be used when the premise access, provided by the CLEC and their end user, is after the offered repair interval. This would apply to dispatched out tickets only. (For example if access is not available on a weekend, the clock would stop at 5PM on Friday and resume Monday at 8AM).</p> <p>For <u>Special Services</u> -type services and interconnection trunks, this is measured on a “stop clock” basis (i.e., the clock is stopped when CLEC testing is occurring, Verizon is awaiting carrier acceptance, or Verizon is denied access).</p> <p><u>Out of Service Intervals:</u> The percent of <u>Network Troubles</u> that indicate an out of service condition which was repaired and cleared more than “y” hours after receipt of trouble report. Out of Service (OOS) means that there is no dial tone, the customer cannot call out, or the customer cannot be called. The Out of Service period commences when the trouble is entered into Verizon’s designated trouble reporting interface either directly by the CLEC or by a Verizon representative upon notification. Includes weekends and holidays. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office). Note: y” equals hours out of service (12 or 24 hours). For Special Services: OOS is defined as troubles where, in the initial contact with the customer it is determined that the circuit is completely out of service and not just intermittent problem (osi = 'y') and that the trouble completion code indicated that a trouble was found within the Verizon network</p> <p>Verizon uses single ticket process for misdirected troubles on UNE POTS voice loops (only). This process enables Verizon to redirect a trouble to the opposite end of the circuit after a CLEC made an error in the initial dispatch direction.</p>	
Exclusions:	
<ul style="list-style-type: none"> Subsequent reports (additional customer calls while the trouble is pending) Customer Premises Equipment (CPE) troubles Troubles reported but not found (Found OK and Test OK). Troubles closed due to customer action Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble Verizon Affiliate data (where it exists) or data of a separate office or division providing DSL, will be excluded from all CLEC aggregate performance (in all measures). Test IDs <u>Troubles reported on Verizon official (administrative) lines.</u> <p>Sub metric MR 4-03 POTS Loop Only: exclude <i>redirected</i> troubles. A trouble ticket is considered a <i>redirect</i> if it was dispatched IN once and OUT once, and the trouble was found on the second dispatch (due to a CLEC error in the initial dispatch direction).</p> <p>For troubles where the stop clock is used:</p> <ul style="list-style-type: none"> The time period from when the stop clock is initiated until the time when the clock resumes. 	
Performance Standard:	
Parity with Verizon Retail	
Report Dimensions	
Company:	Geography:
<ul style="list-style-type: none"> Verizon Retail CLEC Aggregate CLEC Specific 	<ul style="list-style-type: none"> State

Sub-Metrics		
MR-4-01	Mean Time To Repair – Total	
Products	Resale: <ul style="list-style-type: none"> • Specials 	
Calculation	Numerator	Denominator
	Sum of Trouble clear date and time less trouble receipt date and time for central office and loop troubles (disposition code 03, 04 and 05. (Specials – excludes stop time))	Number of central office and loop troubles (disposition codes 03, 04 and 05.)

Sub-Metrics MR-4 Trouble Duration Intervals (continued)		
MR-4-02	Mean Time To Repair – Loop Trouble	
Products	Resale: <ul style="list-style-type: none"> • POTS RES • POTS BUS 	
Calculation	Numerator	Denominator
	Sum of Trouble clear date and time less trouble receipt date and time for loop troubles (disposition code 03 and 04)	Number of loop troubles (disposition codes 03 and 04)
MR-4-03	Mean Time To Repair – Central Office Trouble	
Products	Resale: <ul style="list-style-type: none"> • POTS RES • POTS BUS 	
Calculation	Numerator	Denominator
	Sum of Trouble clear date and time less trouble receipt date and time for central office troubles (disposition code 05)	Number of Total central office troubles (disposition codes 05)
MR-4-07	% Out of Service > 12 Hours	
Products	Retail: <ul style="list-style-type: none"> • IXC FGD Trunks 	Trunks: <ul style="list-style-type: none"> • CLEC Trunks
Calculation	Numerator	Denominator
	Number of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 12 hours.	-Number of Out of service troubles (Loop & CO)
MR-4-08	% Out of Service > 24 Hours	
Products	Resale: <ul style="list-style-type: none"> • POTS– Residence • POTS - Business • 2 Wire Digital • 2 Wire xDSL²⁹ • Specials 	UNE: <ul style="list-style-type: none"> • Platform –Residence • Platform - Business • Loop • 2 Wire Digital • 2 Wire xDSL • Specials
Calculation	Numerator	Denominator
	Number of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 24 hours.	Number of Out of service troubles (Loop & CO).

Function:			
MR-5 Repeat Trouble Reports			
Definition:			
The percent of troubles cleared that have an additional trouble cleared within 30 days for which a network trouble (Disposition Codes 3, 4, or 5) is found. A repeat trouble report is defined as a trouble on the same line/circuit/trunk as a previous trouble report within the last 30 calendar days. Any trouble, regardless of the original disposition code, that repeats as a code 3, 4, or 5 will be classified as a repeat report with the exception of those exclusions listed in Section A below:			
Exclusions:			
<ul style="list-style-type: none">Verizon Affiliate data (where it exists) or data of a separate office or division providing DSL, will be excluded from all CLEC aggregate performance(in all measures)Test IDs			
Section A			
<ul style="list-style-type: none">For Loop troubles (e.g. <i>analog loop</i>, <i>2Wire Digital Loops</i>, and <i>2Wire xDSL</i>)a repeat is not scored when the original reportsis no access or misdirected.<ul style="list-style-type: none">An initial trouble may only be closed to a <i>No Access</i> disposition code if access is not available within the appointment window.An original report that was closed to No Trouble Found (NTF), Found OK (FOK), or Customer Premises Equipment (CPE) is deemed to have been <i>misdirected</i> if the trouble found is found in a second report that was dispatched in the opposite direction.			
Section B			
Excluded from the <i>repeat</i> reports are:			
<ul style="list-style-type: none">Subsequent reports (additional customer calls while the trouble is pending)Customer Premises Equipment (CPE) troublesTroubles reported but not found upon dispatch (Found OK and Test OK).Troubles closed due to customer action.Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a troubleInstallation Troubles Reported within 30 Days.<u>Troubles reported on Verizon official (administrative) lines.</u>			
Performance Standard:			
Parity with Verizon Retail			
Report Dimensions			
Company: <ul style="list-style-type: none">Verizon RetailCLEC AggregateCLEC Specific		Geography: <ul style="list-style-type: none">State	
Sub-Metrics			
MR-5-01	% Repeat Reports within 30 Days		
Products	Resale: <ul style="list-style-type: none">POTS2 Wire Digital2 Wire xDSL ³⁰Specials	UNE:	Trunks: <ul style="list-style-type: none">CLEC Trunks
		<ul style="list-style-type: none">PlatformLoop2 Wire Digital2 Wire xDSLSpecials	

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Where the separate data affiliate exists, re-sold xDSL services will not be included.

Calculation	Numerator	Denominator
	Number of central office and loop troubles that had previous troubles within the last 30 days. (Disposition codes 03/04/05, that Repeated From Disposition codes < 14)	Total central office and loop Found troubles (Disposition codes 03, 04 and 05)

Network Performance (NP)

Function:
NP-1 Percent Final Trunk Group Blockage
Definition:
<p>The percent of Final Trunk Groups that exceed blocking design threshold. Monthly trunk blockage studies are based on a time consistent busy hour. The percentage of Verizon trunk groups exceeding the applicable blocking design threshold will be reported. Data collected in a single study period to monitor trunk group performance is a sample and is subject to statistical variation based upon the number of trunks in the group and the number of valid measurements. With this variation, for any properly engineered trunk group, the measured blocking for a trunk group for a single study may exceed the design-blocking threshold. [Tables specify the blocking threshold (Service Threshold) under which Verizon operates, above which it is statistically probable that the design blocking standard is not being met and the trunk group requires servicing action. For B.005 design, this is trunk-groups exceeding a threshold of about 2% blocking.]</p> <p>CLEC Trunks are dedicated final trunks carrying traffic from the Verizon tandem to the CLEC.</p>
Exclusions:
<p>Trunks not included:</p> <ul style="list-style-type: none"> • IXC Dedicated Trunks • Common Trunks carrying only IXC traffic <p>Verizon will electronically notify CLECs (operational trunk staffs), of the following situations for blocked trunks. This notification will identify that Verizon has identified a blocked trunk group and that the trunk group should be excluded from Verizon performance. Unless the CLEC responds back with documentation that the information on the condition is inaccurate, the trunk group will be excluded:</p> <ul style="list-style-type: none"> • Trunks blocked due to CLEC network failure • Trunks that actually overflow to a final trunk, but are not designated as an overflow trunk • Trunks blocked where CLEC order for augmentation is overdue • Trunks blocked where CLEC has not responded to or has denied Verizon request for augmentation • Trunks blocked due to other CLEC trunk network rearrangements • Verizon affiliate data (where it exists) will be excluded from all CLEC aggregate performance (in all measures).
Performance Standard:
<p>Because Common trunks carry both retail and CLEC traffic, there will be parity with Retail on common trunks. For individual trunk groups carrying traffic between Verizon and CLECs, Verizon will provide explanation (and action plan if necessary) on individual trunks blocking for two months consecutively. An individual trunk should not be blocked for three consecutive months.</p> <p>End User Standard:</p> <p>602.1(m) Final Trunk Group - The last choice group of common interoffice communications channels for the routing of local, operator and/or toll calls.</p> <p>603.3(g) Percent Final Trunk Group Blockages. This metric is defined as the monthly percentage of blocked calls on any local, toll and local operator final trunk groups and has a performance threshold of 3.0% or less for each final trunk group.</p> <p>603.4(d)(3) For Percent Final Trunk Group Blockages, a Service Inquiry Report shall automatically be filed whenever performance is not at or better than 3.0 percent for three consecutive months.</p>

Report Dimensions – NP-1 Percent Final Trunk Group Blockage		
Company: <ul style="list-style-type: none">CLEC AggregateCLEC Specific		Geography: <ul style="list-style-type: none">State
Products	Trunks: <ul style="list-style-type: none">CLEC Trunks	
Sub-Metrics		
NP-1-04	Number Final Trunk Groups Exceeding Blocking Standard – 3 Months	
Calculation	Numerator	Denominator
	Number of Final Trunk Groups that Exceed Blocking Threshold, for three consecutive months, exclusive of trunks that block due to CLEC network problems as agreed by CLECs.	Not applicable

Function:		
NP-2 Collocation Performance		
Definition:		
This metric includes collocation arrangements ordered via both the state and federal tariffs. Both state and federal collocation arrangements are provisioned in accordance with the intervals listed in the state tariff.		
<u>Interval:</u> The average number of business days between order application date and completion or between order application date and response (notification of space availability) date. The application date is the date that a valid service request is received. A valid service request is a service request that was populated in accordance with the collocation application instructions .		
Refer to the state tariff in effect for interval information. (If no state tariff use NY tariff).		
Completions: VZ will not be deemed to have completed work on a collocation case until the arrangement is suitable for use by the CLEC, and the cable assignment information necessary to use the facility has been provided to the CLEC.		
Exclusions:		
<ul style="list-style-type: none">Verizon Affiliate data (where it exists) will be excluded from all CLEC aggregate performance (in all measures).Test IDs		
Formula:		
<u>% On Time:</u> Number of Responses provided within standard or Arrangements completed on Due Date (adjusted for milestone misses)/Number of Responses provided or Arrangements completed x 100		
Performance Standard:		
Physical ³¹ : Notification of Space Availability: 8 Days Collocation Interval: 76 Days 95% On Time		
Virtual ³⁵ : Notification of Space Availability: 14 Days Collocation Interval: 105 Days 95% On Time		
Report Dimensions		
Company: <ul style="list-style-type: none">CLEC AggregateCLEC Specific		Geography: <ul style="list-style-type: none">State
Sub-Metrics		
NP-2-01	% On Time Response to Request for Physical Collocation	
Calculation	Numerator	Denominator
	Number of requests for Physical collocation arrangements where a response to the request was due in report period and was answered on time.	Number of requests for physical collocation where the initial response was due in the period.

³¹ Intervals may vary in accordance with state regulations or tariffs.

Sub-Metrics NP-2 Collocation Performance (continued)		
NP-2-02	% On Time Response to Request for Virtual Collocation	
Calculation	Numerator	Denominator
	Number of requests for Virtual collocation arrangements where a response was due in the report period and was answered on time.	Number of requests for virtual collocation where the initial response was due in the report period.
NP-2-05	% On Time – Physical Collocation	
Calculation	Numerator	Denominator
	Number of Physical collocation arrangements completed on or before due date (including due date extensions resulting from CLEC milestone misses).	Number of physical collocation arrangements completed.
NP-2-06	% On Time – Virtual Collocation	
Calculation	Numerator	Denominator
	Number of virtual collocation arrangements completed on or before due date (including due date extensions resulting from CLEC milestone misses).	Number of virtual collocation arrangements completed.

Billing Performance (BI)

Function:		
BI-2 Timeliness of Carrier Bill		
Definition:		
The percent of carrier bills sent to the carrier, unless the CLEC requests special treatment, within 10 business days of the bill date. The bill date is the end of the billing period for recurring, non-recurring and usage charges.		
Exclusions:		
<ul style="list-style-type: none">• Verizon Affiliate data (where it exists) will be excluded from all CLEC aggregate performance (in all measures).• Verizon Test Records• Test IDs		
Formula:		
(Number of Bills sent within 10 business days / number of bills sent) x 100		
Performance Standard:		
98% in 10 Business Days		
Report Dimensions		
Company: <ul style="list-style-type: none">• CLEC Aggregate• CLEC Specific		Geography: <ul style="list-style-type: none">• State
Sub-Metrics		
BI-2-01	Timeliness of Carrier Bill	
Calculation	Numerator	Denominator
	Number of carrier bills sent to CLEC ³² within 10 business days of bill date.	Number of Carrier Bills distributed

³²

Sent to Carrier, unless other arrangements are made with CLEC

GLOSSARY

Application Date	The date that a valid order is received.
ASR	Access Service Request
VZ Administrative Orders	Orders completed by VZ for administrative purposes and NOT at the request of a CLEC or end user. These also include administrative orders for VZ official lines and LIDT (Left in Dial Tone). [SWO<"NC"; "NF"] [CLS<TOV, or CLS_2<TOV]
BASIC EDITS	Front-end edits performed by the Gateway prior to order submission. Basic Edits performed against Gateway provided source data include: State Code must be a VZ state; CLEC Id can not be blank; All Dates and Times must be numeric; Order Type must be '1','2','3','4'; Svc Order Type must be '0', '1' '2'; Flowthru Candidate Ind and Flowthru Indicator must be 'Y' or 'N'; Lines Number must be numeric; Service Order Classification must be '0' or '1'; Confirmation Method must be 'E', 'M' 'W'; Each submission must have a unique key (PON + Ver + CLEC Id + State); Confirmation, Reject and Completion Transactions must have matching Submission record. Any changes to basic edits will be provided via VZ Change Control procedures.
BFR	Bona Fide Request Process (BFR)
Collocation Milestones	<p>Refer to the state tariff for specific collocation intervals. (If no state, tariff refer to NY tariff).</p> <p>In Physical Collocation, the CLEC and VZ control various interim milestones they must meet to meet the overall intervals. The interval clock will stop, and the final due date will be adjusted accordingly, for each milestone the CLEC misses (day to day).</p> <p>Prior to the CLEC beginning the installation of its equipment, the CLEC must sign the VZ work completion notice, indicating acceptance of the multiplexing node construction work and providing VZ with a security fee, if required, as set forth in Section 5.5.5. Payment is due within 30 days of bill date. The CLEC may not install any equipment of facilities in the multiplexing node(s) until after the receipt by VZ of the VZ work completion notice and any applicable security fee.</p> <p>In Virtual Collocation, VZ and the CLEC shall work cooperatively to jointly plan the implementations milestones. VZ and the CLEC shall work cooperatively in meeting those milestones and deliverables as determined during the joint planning process. A preliminary schedule will be developed outlining major milestones including anticipated delivery dates for the CLEC-provided transmission equipment and for training.</p>

Common Final Trunk Blockage:	Common final trunks carry traffic between VZ end offices and the VZ access tandem, including local traffic to VZ customers as well as CLEC customers. (In rare circumstances, it is possible to have a common final trunk group between two end offices.) All CLEC trunks are engineered at the B.005 level. (See Dedicated Final Trunk Blockage.)
Common Trunks:	<p>(A) <u>High Usage Trunks</u> carry two-way local traffic between two VZ end offices. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all fBA geographies.</p> <p>(B) <u>Final Trunks</u>: (All VZ except NY LATA) Final Trunks carry two-way local and long distance IXC traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour.</p> <p>(C) <u>Final Trunks - Local</u> (NY LATA 132) Final Trunks carry local two-way traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour.</p> <p>(D) <u>Final Trunks – IXC</u> (NY LATA 132 and Washington Metropolitan Calling Area) Final Trunks carry long distance IXC two-way traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour.</p>
Company Initiated Orders	Provisioning orders processed for administrative purposes and not at customer request.
Company Services	Official VZ Lines
Completion Date	The date noted on the service order as the date that all physical work is completed as ordered.
Coordinated Cut over	A coordinated cut-over is the live manual transfer of a VZ end user to a CLEC completed with manual coordination by VZ and CLEC technicians to minimize disruptions for the end user customer. Also known as a “hot cut”. These all have fixed minimum intervals.
CPE	Customer Premises Equipment
Cut-Over Window	Amount of time from start to completion of physical cut-over of lines: 1 to 9 lines: 1 Hour 10 to 49 lines: 2 Hours 50 to 99 lines: 3 Hours 100 to 199 lines: 4 Hours 200 plus lines: 8 Hours

Dedicated Final Trunk Blockage:	A dedicated final trunk group does not overflow. Dedicated final trunk groups carry local traffic from a VZ Access Tandem to a CLEC switch. All dedicated final trunk groups to the CLECs are engineered at a design-blocking threshold of B.005.

Dedicated Trunks	<p>(E) <u>High Usage Trunks – CLEC Interconnection</u>: carry one-way traffic from a CLEC end office to a VZ Tandem Office or carry two-way local traffic between a VZ end office and a CLEC end office. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all VZ geographies. These trunks are ordered by the CLEC.</p> <p>(F) <u>Final Trunks – CLEC Interconnection</u>: carry one-way traffic from a CLEC end office to a VZ Tandem Office or carry two-way traffic between and end office and a tandem switch. CLECs order these trunks from VZ and engineer to their desired blocking design threshold.</p> <p>(G) <u>High Usage Trunks –VZ to CLEC Interconnection</u>: carry one-way local traffic from a VZ end office to a CLEC end office. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all VZ geographies. VZ orders these trunks from CLECs.</p> <p>(H) <u>Final Trunks –VZ to CLEC Interconnection</u>: carry one-way traffic from a fBA end office or a tandem switch. Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour in all VZ geographies. VZ orders these trunks from CLECs.</p> <p>(I) <u>High Usage Trunks – IXC Feature Group D</u>: carry two-way traffic between a VZ end office and an IXC POP. High Usage Trunks are designed so that traffic will overflow to final trunk groups. IXC trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all VZ geographies. IXCs order these trunks fromVZ.</p> <p>(J) <u>Final Trunks – IXC Feature Group D</u> carry two-way traffic between and end office and a tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour in all VZ geographies. IXCs order these trunks fromVZ .</p>
Dispatched Orders:	An order requiring the dispatch of a VZ Field technician outside of a VZ Central Office. Intervals differ by line size. In all areas, for orders greater than or equal to 6 lines, a facility check is required and the interval negotiated. In many, but not all areas, a facility records check (in Engineering) is also performed for orders with between 6 to 9 lines.
Dispatched Troubles:	Loop or Drop Wire Troubles reports found to be in drop wire or outside plant. Disposition codes 03 or 04.

Disposition Codes	The code assigned by the field technician upon closure of trouble. This code identifies the plant type/location in the network where the trouble was found.
DUF	Daily Usage Feed
FOC	Firm Order Confirmation
Front End Close-Out	A trouble report closed with the customer on the line usually within 10 minutes of taking trouble. These include cancellations by the customer or CLEC. Disposition Codes: 0741(RE<10), 0747, 0706(CP=291).
LIDT	<u>Left in Dial Tone Orders</u> . These are orders used after a customer has moved out of a residence dwelling and the line has been disconnected for billing – to leave in reserve Office Equipment (OE) assigned to the cable pair in the central office. Once another customer moves back into the location a second order is written to remove the LIDT status to enable the customer order to process. These are not customer requested orders.
Loop Qualification	Loop qualification is the manual step whereby it is determined if a loop facility that meets specifications necessary for 2-wire digital or 2-wire xDSL services exists for the requested end user.
LSR	Local Service Request
LSRC	Local Service Request Confirmation
Mechanized Flow-Through:	Orders received electronically through the Gateway and requiring no manual intervention to be entered into the service order processor.
Missed Appointment Codes	VZ Missed Appointment Codes: <u>CA = Cable Pair from the CO to the Customer premises could not be assigned by the Due Date, (if after the due date facilities were not available, the order is scored as a CF)</u> , CB = Business Office, CC = Common Cause, CE = Equipment, CF = Facility, CL = Load (lack of work forces), CS = Switching/programming, CO = Company Other Customer Missed Appointment Codes: SA = Customer Access, <u>SC = CLEC Not Ready</u> , SR = Customer Not Ready, SO = Customer Other, SL = Customer requested later due date.
Network Troubles	Troubles with a disposition code of 03 (drop), 04 (loop), or 05 (central office). Excludes Subsequent reports (additional customer calls while the trouble is pending), Customer Premises Equipment (CPE) troubles, troubles reported but not found on dispatch (Found OK and Test OK), and troubles closed due to customer action.
Non-Mechanized:	Orders that require some manual processing. Includes orders received electronically that are not processed directly into the legacy provisioning systems, and are manually entered by a VZ representative into the VZ service order processor. For orders not received electronically (such as faxed or courier orders), 24 hours are added to all intervals.
No-Dispatch Troubles:	Troubles reports found to be in central office, including frame wiring and translation troubles. Disposition codes 05.

No-Dispatch Orders:	Orders completed without a dispatch outside a VZ Central Office. Includes orders with translation changes and dispatches inside a VZ Central Office.
Orders with \geq six 6 lines:	In all geographic areas, a facility check is completed on orders greater than five (5) lines.
OSS	Operations Support Systems
POTS Total (Business/Residence)	<u>Plain Old Telephone Services</u> include all non-designed lines/circuits that originate at a customer's premise and terminate on an OE (switch Office Equipment). POTS includes Centrex and PBX trunks.
POTS – Total All	<u>POTS Services. All includes Business (simple), Residence (simple), plus ISDN BRI (complex)</u>
PON	<u>Purchase Order Number:</u> Unique purchase order provided by CLEC to VZ placed on LSRC or ASR as an identifier of a unique order.
Projects	<u>Projects</u> are designated by CLECs. For Trunks, any request for a new trunk group, augment for more than 384 trunks, complex (E911 or DA) or request out of the ordinary requiring special coordination, such as rearrangements is considered a project.
Reject	An order is rejected when there are omissions or errors in required information. Rejects also include queries where notification is provided to a CLEC for clarification on submitted orders. The order is considered rejected and order processing is suspended while a request is returned or queried.
Run Clock	A measure of duration time where no time is excluded. Duration time is calculated comparing the date and time that a trouble is cleared to the date and time that the trouble was reported.
Segment	Segments are parts of whole orders. [NVL SEGMENT, 0=<1] A segment is used to apportion a longer order to meet limitations of record lengths. Similar to a separate page or section on the same order.
Special Services	Any service or element involving circuit design. Any service or element with four wires. <u>Special Services are services that require engineering design intervention. These include such services as high capacity services (DS1 or DS3), Primary rate ISDN, 4-Wire xDSL services, digital services, and private lines or foreign served services (a line physically in one exchange, served by another through a circuit). Excludes Any DS0, DS1 and DS3, non-access service.</u> (access services are defined as those purchased under the state or federal access tariff by a wholesale/carrier customer). <u>For Retail, Any-any</u> service or element involving circuit design purchased by a Verizon retail customer, regardless of state or federal access tariff. Excludes trunks. IOF and EEL are separately reported for provisioning.

Stop Clock	A measure of duration time where some time is excluded. The clock is stopped when testing is occurring, VZ is awaiting carrier acceptance, or VZ is denied access.
Suspend/Restore Orders	Orders completed by VZ to suspend for non-payment or restore for payment subject to state commission Collections guidelines. [SNPRES_IND.IS NOT NULL]
Test Orders	Orders processed for “fictional” CLECs for Verizon to test new services, attestation of services etc. Includes the following CLEC AECN’s: ‘DPC’, ‘DPCL’, ‘NYNX’, ‘ZKPM’, ‘ZPSC’, ‘ZTKP’, ‘ZTPS’, ‘ZJIM’.
Two wire digital ISDN Loop	2 wire unbundled digital loop (previously called Two Wire Digital Loop) that is compatible with ISDN Basic Rate service. It is capable of supporting simultaneous transmission of 2 B channels and One D channel. It must be provided on non-loaded facilities with less than 1300 OHMs of resistance and not more than 6 kft of bridge tap. This service provides a digital 2-wire enhanced channel. It is equivalent to a 2-wire loop less than 18,000 feet from the NID at the end user’s premises to the main distributing frame (which is connected to the CLEC’s collocation arrangement), in fBA’s central office where the end user is served. The 2-wire digital – ISDN BRI loop, currently offered by fBA, is designed to support the Integrated Services Digital Network (ISDN) Basic Rate Service which operates digital signals at 160 kilobytes per second (kbps). The 2-wire digital – ISDN BRI loop is only available to the CLEC for use in conjunction with the provision of local exchange service and exchange access to its end users.

Product identification descriptions:

Retail	Major Customer Name/Number entered on Provisioning order first 4 characters does not contain the values "RSID" which indicates resold or "AECN" which indicates unbundled.
Resale	Major Customer Name/Number entered on Provisioning order-first 4 characters does contain the value "RSID" the 6th through 10th indicate reseller id. RSID except test and training RSID orders <u>Ordering:</u> ORDER-TYPE of ORDERING-MASTER-REC = ‘ 1’
UNE	Major Customer Name/Number entered on provisioning order- first 4 characters contains the values "AECN" which indicates unbundled. Characters 6 through 10 indicate the Telecommunications carrier id. <u>Ordering:</u> ORDER-TYPE of ORDERING-MASTER-REC = ‘2’ or ‘3’

POTS - Total	<p>Two wire analog service with a telephone number and POTS class of service. Includes analog loop (SVGAL).</p> <p>Ordering:</p> <ul style="list-style-type: none"> Service order classification of ordering master rec = 0 <p>Provisioning:</p> <ul style="list-style-type: none"> Pots Orders are defined as not having a circuit layout (CL_FID IS NULL) or are not for ISDN service (SCM_2 IS NULL) <p>Maintenance:</p> <ul style="list-style-type: none"> Class Service = 04/05/06/07/08/09/10/13/19/20/21
Complex:	<p>Provisioning:</p> <ul style="list-style-type: none"> ISDN Basic Rate: Secondary Service Code Modifier (SCM_2) is not blank ISDN Primary: Service Code Modifier (SCM) begins with “IB” 2 Wire Digital Services 2 Wire xDSL Services (including Loops and Line sharing)³³

³³ DSL Services provided by Verizon may be provided by the Separate Data Affiliate (VADI) in all states except New Jersey. New Jersey retail DSL Service is “Info-Speed” until such time as a separate office or division provides DSL services. In other states, as approved by state regulatory commissions, once the SDA is reintegrated into Verizon, a separate office or division providing DSL will continue to order services through the Verizon wholesale interfaces, as required by this Order. Until reintegration, provisioning performance will be measured from receipt of the order from the SDA to completion of the order to the SDA. Once integrated, “retail” and “resale” provisioning performance will be captured from receipt of customer order through completion of customer order by the separate office or division providing DSL from that office or division’s provisioning data sources.

Special Services	<p><u>Special Services</u> (“Specials”) are services that require engineering design intervention. These include such services as: high capacity services (DS1 or DS3), Primary rate ISDN, 4 wire xDSL Services, digital services and private lines or foreign served services (a line physically in one exchange, served by another through a circuit).</p> <p>Ordering:</p> <ul style="list-style-type: none"> Service order classification of ordering master rec = 1 <p>Provisioning:</p> <ul style="list-style-type: none"> CL_FID is not NULL Former BA-North: RID_ACT_INTVL>0 Former BA-South: RID_DATE_ACT IS NOT NULL <p>Maintenance:</p> <ul style="list-style-type: none"> Criteria for inclusion <u>(for line count and trouble tickets)</u> is Circuit format (cfmt) is 's','t','2','3' as defined by Telecordia standard, report category (rpt_cat) is "CR" indicating a Customer Reported trouble, circuit format-ID does not indicate (fourth character of circuit id for a length of 2) "TK","IB","DI","DO" because these are considered POTS, 7th character of circuit id does not indicate official VZ line as defined by Telcordia standard practice, trouble code (trbl_cd) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customers location) or in the Central Office (the trouble was found within the VZ central office), Maintenance center (MCTR) is not training or blank which excludes troubles entered for employee training purposes, Subsequent calls on the same trouble are not included in these metrics, Troubles/<u>lines</u> are excluded where circuit id (ctid character 4 for a length of 2) indicates <u>non-UNE</u> access <u>circuit, as defined in Glossary above. tariff filing.</u>
For Trunks:	<p>For Maintenance: Criteria for inclusion is Circuit format (cfmt) is 'M' as defined by Telcordia standard, report category (rpt_cat) is "CR" indicating a Customer Reported trouble, trouble code (trbl_cd) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customers location) or in the Central Office (the trouble was found within the VZ central office), Maintenance center (MCTR) is not training or blank which excludes troubles entered for employee training purposes, Subsequent calls on the same trouble are not included in these metrics.</p>

ATTACHMENT 3

**Verizon East Summary of Recommended Changes per NY PSC 10/25/02 to
FCC Order on Verizon Merger Measures, Standards & Reports**

Measure #	Measure Name	Change	Reason For Change
Miscellaneous	Retail Analog Compare Table	<ul style="list-style-type: none"> Updated Retail Analog Table to read as UNE POTS Platform rather than UNE POTS under Provisioning. Added an Exceptions section to the Maintenance section of the retail analog table. 	Clarification per NY PSC 10/25/02 order.
PO-2	OSS Interface Availability	<ul style="list-style-type: none"> Clarified definition to include information regarding processing complexes. Clarified formula section by adding an example of the calculation. 	Clarification per NY PSC 10/25/02 order.
PO-2-02	OSS Interface Availability – Prime Time	<ul style="list-style-type: none"> Clarified the numerator and denominator. 	Clarification per NY PSC 10/25/02 order.
OR-1	Order Confirmation Timeliness	<ul style="list-style-type: none"> Added a Note to the end of the Definition section to identify those ASR requests that are not counted in the OR-1 confirmation timeliness metrics. Updated exclusion referring to PONs handled as projects. 	Clarification per NY PSC 10/25/02 order
OR-2	Reject Timeliness	<ul style="list-style-type: none"> Added exclusion for ASRs with RTR field populated. Added exclusion for PONs handled as projects. 	Change per NY PSC 10/25/02 order.
OR-5	% Flow Through/Achieved Flow Through	<ul style="list-style-type: none"> Added exclusion for PONs handled as projects. 	Change per NY PSC 10/25/02 order.
PR-3	Completed within Specified Number of Days (1-5 lines)	<ul style="list-style-type: none"> Added exclusion for PONs handled as projects. 	Change per NY PSC 10/25/02 order.

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Measure #	Measure Name	Change	Reason For Change
PR-4-02	Average Delay Days Total	<ul style="list-style-type: none"> Updated the PR-4-02 products lists. 	Clarification per NY PSC 10/25/02 order.
PR-4-04 and PR-4-05	% Missed Appointment – Verizon Dispatch and % Missed Appointment Verizon No Dispatch	<ul style="list-style-type: none"> Updated the PR-4-04 and PR-4-05 Products lists. 	Clarification per NY PSC 10/25/02 order
PR-4-07	% On Time Performance – LNP Only	<ul style="list-style-type: none"> Clarified the PR-4-07 Description to describe process used when customer requests an early disconnect. 	Clarification per NY PSC 10/25/02 order.
PR-6	Installation Quality	<ul style="list-style-type: none"> Added exclusion for PONs handled as projects. 	Change per NY PSC 10/25/02 order.
MR-3	Missed Repair Appointments	<ul style="list-style-type: none"> Clarified the Definition to indicate that Disposition Codes 03 and 04 are dispatched out. Added exclusion for VZ official (administrative) lines Clarified exclusion regarding redirected troubles. 	Clarification per NY PSC 10/25/02 order.
MR-4	Trouble Duration Intervals	<ul style="list-style-type: none"> Clarified language in Definition section. Added exclusion for VZ official (administrative) lines. 	Clarification per NY PSC 10/25/02 order.
		<ul style="list-style-type: none"> Removed exclusion regarding misdirected troubles. 	Clarification consistency within guidelines.
MR-4-01	Mean Time to Repair - Total	<ul style="list-style-type: none"> Removed redundant language in the numerator. 	Clarification per NY PSC 10/25/02 order
MR-5	Repeat Trouble Reports	<ul style="list-style-type: none"> Added exclusion for VZ official (administrative) lines. 	Clarification per NY PSC 10/25/02 order

**Verizon East Summary of Recommended Changes per NY PSC 10/25/02 to
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Measure #	Measure Name	Change	Reason For Change
Glossary	BFR	<ul style="list-style-type: none"> Removed the definition. 	Clarification per NY PSC 10/25/02 order.
	VZ Administrative Orders	<ul style="list-style-type: none"> Removed the programming code from the end of the definition. 	
	Missed Appointment Codes	<ul style="list-style-type: none"> Added Missed Appointment Codes CA, and SC. 	
	Special Services	<ul style="list-style-type: none"> Updated the Special Services definition. 	
Glossary - Product Identification Description	Special Services	<ul style="list-style-type: none"> Updated the Special Services description for North and South. 	Clarification consistent with NY PSC 10/25/02 order.
	POTS – Total	<ul style="list-style-type: none"> Removed the programming code. 	Clarification per NY PSC 10/25/02 order.
	Complex Services	<ul style="list-style-type: none"> Removed the ISDN Primary bullet. 	
Headings for BA/GTE East		<ul style="list-style-type: none"> Added asterisk (*) to states of Delaware, Maine, New Hampshire, New Jersey and Virginia. 	271 Approval - removed from reports